

The Road to Employment
For
People with Disabilities

Mayor's Committee on Disability Concerns
City of Oklahoma City

Office of Disability Concerns
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INTRODUCTION

In this modern day of high technology, satellites, ATMs, and the Information Highway, can you imagine looking for a job by doing the following? First, you would develop a card that encoded all the necessary information about you. This information would include your interests, hobbies, jobs you have held, all educational and/or technical schools attended, a listing of training programs you have attended including your major areas of study, awards and recognition you've received in school or in your community, a computerized analysis of your handwriting, the salary you earned on your last two jobs and a profile of the working environment you would like (e.g., working at a desk, traveling across country, meeting people and demonstrating a product or working at home, designing a bridge, a building or computer software, caring for children or administering to the elderly and those who are sick, working in a factory turning out a finished product daily, teaching fellow employees how to use a new piece of equipment or teaching them techniques for motivating employees they supervise, etc.)

Now, imagine that this card is inserted into a machine that can instantly match your profile to the thousands of jobs in a data bank and determine exactly what jobs you qualify for and where those jobs can be found. This computerized genius would go one step further and tell you where the job openings are. You then choose a company that appeals to you and a quick phone call to that company would put you in touch with the Human Resources office. You would inform the Human Resources Coordinator that you fit the profile of the person they are looking for and that you'd like to start to work on Monday. Since you are a morning person, you'd choose the early shift. Within months you'd walk over to facsimile machine and pick up all the necessary information about the person who will be your supervisor. There will be a profile of this person and clear expectations he/she has for employees under his/her supervision. Along with that information is a cafeteria-style benefit package from which you will choose the benefits that best fit your needs. A schedule of planned orientations for new employees is attached.

Step over to your computer and enter the company's web site address and familiarize yourself with the company. All the paperwork that new employees fill out and will appear on your computer screen. After filling in all the necessary information, the paperwork is emailed back to the company. It is done! You have the perfect job with the hours you prefer, a benefit package just for you, and a supervisor that is compatible with your personality and working style.

“WAIT A MINUTE,” you say. “It doesn't work that way,” GUESS WHAT? . . . You're right!

This publication was developed to help you have a successful job search. There is a great deal of effort and energy expended in finding employment. If you are not making finding a job your number one priority, then employment will continue to be out of your grasp. The road to employment requires planning, goal setting, and positive action. Take a look at the proposed action steps you can take to insure employment.







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Section I

SELF-AWARENESS
SELF-ASSESSMENT

KNOW THYSELF





SELF-AWARENESS/SELF ASSESSMENT

Knowing who you are makes looking for employment and finding satisfaction in the workplace easier. It is very important for you to take some time and analyze your strengths and weaknesses. Preliminary work in your job search requires solid, honest, self-assessment. Take a look at your interests, your skills and talents, your personal aspirations and your academic performance.

Maybe you are one of those fortunate individuals that have always known exactly what you wanted to do when you grew up. Perhaps you have been preparing for that career throughout your elementary and high school years. For example:

You knew very early that you had a deep love for animals. You were good in science and mathematics. You were very curious about animal care and you always asked lots of questions when you took your pet to the veterinarian. Pursuing this interest as a career would be a natural for you. **Your interests and abilities come together to guide you toward a satisfying career.**

What if your interests always led you to do outdoor activities? Going camping, studying trees, flowers, birds and growing a garden were some of your favorite pastimes. How could those interests lead to a career? Think of the many jobs you could do in wildlife, forestry, agriculture or horticulture.

You are happiest when you are around people and would never consider spending 8 hours each day sitting at a machine and only interacting with it, whether it's a computer, telephone or a machine on an assembly line. You enjoy face-to-face contact with people and find something fascinating about everyone you meet. Could this interest lead you to a career?

Now, give some serious thought to the kinds of things you have always enjoyed. Start with the kinds of games you played as a child. Then think about things you like to do in your free time. It can be anything from fishing, backpacking, building model cars, making cookies, drawing sketches, watching television... the kinds of TV shows you watch tells something about your **interests**.





List ten things that you enjoy doing:

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

From the list above, choose the top five:

1. _____
2. _____
3. _____
4. _____
5. _____

Can you relate these five things that you enjoy doing most to the 12 major interest areas on the next page?

List your major area/areas of interest.

1. _____
2. _____
3. _____
4. _____
5. _____





THE TWELVE MAJOR INTEREST AREAS

As you read through these 12 one-sentence characterizations, you may already feel drawn to one or more of these interest groups.

Artistic: Interest in creative expression of feelings or ideas.

Scientific: Interest in discovering, collecting and analyzing information about the natural world and in applying scientific findings to problems in medicine, life sciences, and natural sciences.

Plants and Animals: Interest in activities involving plants and animals, usually in an outdoors setting.

Protective: Interest in the use of authority to protect people and property.

Mechanical: Interest in applying mechanical principles to practical situations, using machines, hand tools, or techniques.

Industrial: Interest in repetitive, concrete, organized activities in a factory setting.

Business Detail: Interest in organized, clearly defined activities requiring accuracy and attention to detail; primarily in an office setting.

Selling: Interest in bringing others to a point of view through personal persuasion, using sales and promotion techniques.

Accommodating: Interest in catering to the wishes of others, usually on a one-on-one basis.

Humanitarian: Interest in helping others with their mental, spiritual, social, physical, or vocational needs.

Leading/Influencing: Interest in leading and influencing others through activities involving high-level verbal or numerical abilities.

Physical Performing: Interest in physical activities performed before an audience.





GETTING OTHER PEOPLE'S HELP WITH YOUR SELF-ASSESSMENT

This activity can be an eye-opener because it allows people who know you very well to give you positive feedback about the qualities they see in you. Ask four or five people who know you well, preferably family members, coworkers, and friends, to write down five or ten positive traits they observe in you. This is not an opportunity for those close to you to criticize.

Look at all of the statements and see if two or three of those traits show up in each person's assessment. These would be your strongest traits.

EXAMPLE:

Susie asked her husband and her three teenage children to write down 5-10 positive statements about her.

Son #1 wrote: a cheerful, optimistic personality; good cook; understanding; Christian; loving; good sense of humor; intelligent; respected by peers.

Son #2 wrote: loving; friendly; kind; inspirational; diligent; strict; patient.

Her daughter wrote: a positive attitude; optimistic about the future; friendly; creative in expressing herself through quilting; sewing; growing plants and gardens; enterprising (can make something out of nothing); perceptive (able to read between the lines); enthusiastic; patient and understanding; talented in handling different personalities.

Her husband wrote: kind and understanding; intelligent; patient; attractive; a good conversationalist; congenial; well educated; compassionate.

In analyzing their statements, Susie saw that her family viewed her as kind and understanding, intelligent, patient and friendly. Each family member reported these traits. Susie can feel assured that other people will probably view her in the same way. These traits represent some of her strengths and she can look for a career that will allow her to use these traits in her work.

After you get your responses, record the 5 common traits that are reported by each person or the ones that are reported by two or more of the people who participated.

1. _____
2. _____
3. _____
4. _____
5. _____





CHECK OUT YOUR CAREER INTERESTS

Selecting a career...choosing a path for your future will be one of the most important decisions that you will ever make. To choose a career wisely, you will draw information from many sources, including your own interests.

This quick and easy checklist will help you identify activities that you enjoy, and will identify career fields in which those interests might help you.

Check those activities that you like doing. Don't worry about whether or not you are good at any of them. This activity is measuring interest only, not abilities.

- | | |
|--|---|
| <input type="checkbox"/> 1. Solve mathematics problems | <input type="checkbox"/> 16. Start your own business |
| <input type="checkbox"/> 2. Develop a computer program | <input type="checkbox"/> 17. Study marketing |
| <input type="checkbox"/> 3. Study animals | <input type="checkbox"/> 18. Be a committee chairman |
| <input type="checkbox"/> 4. Read science magazines | <input type="checkbox"/> 19. Run for public office |
| <input type="checkbox"/> 5. Play strategy games | <input type="checkbox"/> 20. Play stock market |
| <input type="checkbox"/> 6. Take children on outings | <input type="checkbox"/> 21. Work with your hands |
| <input type="checkbox"/> 7. Make arrangements on the phone | <input type="checkbox"/> 22. Fix machinery |
| <input type="checkbox"/> 8. Belong to social club | <input type="checkbox"/> 23. Work outdoors |
| <input type="checkbox"/> 9. Help sick people get well | <input type="checkbox"/> 24. Use physical coordination |
| <input type="checkbox"/> 10. Help people solve their personal problems | <input type="checkbox"/> 25. See tangible results of your work |
| <input type="checkbox"/> 11. Do drawings and paintings | <input type="checkbox"/> 26. Have regular work hours |
| <input type="checkbox"/> 12. Go to the theatre | <input type="checkbox"/> 27. Do basic bookkeeping |
| <input type="checkbox"/> 13. Listen to different music | <input type="checkbox"/> 28. Improve office efficiency |
| <input type="checkbox"/> 14. Take a dance class | <input type="checkbox"/> 29. Use office equipment |
| <input type="checkbox"/> 15. Redecorate your room | <input type="checkbox"/> 30. Find ways to save a business money |

To calculate your score, count the number of checks for:

Items: 1-5 _____ 6-10 _____ 16-20 _____ 26-30 _____ **See next page for results**





INTERPRETATION OF SCORES

Items 1 through 5:

Count the check marks. If you have several, it indicates you have: theoretical/investigative” traits. Your interests include scientific activities, problem solving, investigation and research and working independently. Some examples of careers you might research are research scientist, computer technician, mathematician, and meteorologist.

Items 6 through 10:

Check marks on these items indicate that you have “social” traits. You enjoy people oriented activities, interaction with others and being of service to them. Possible careers include nursing, childcare, counselor, teacher, or fashion merchandising.

Items 11 through 15:

Did you check items in this group? If so you have indicated “aesthetic/artistic? Traits. You prefer activities that involve art, literature, music and dance. You have a need for self-expression and an appreciation for beauty. Possible careers: commercial artists, floral designer, fashion designer, journalist, or horticulturist.

Items 16 through 20:

Several check marks here indicate that you have “enterprising/economic/political” traits. You are interested in securing a position of leadership and power, working toward financial success, and participating in competitive activities that involve risk-taking. Possible occupations include entrepreneur, politician, and investment banker.

Items 21 through 25:

People who are “realistic and concrete” make several checks on these items. If that included you, you enjoy doing “hands on activities rather than engaging in heavy analysis: concrete problems as opposed to abstract ones. Mechanical, construction and repair activities hold your interest. Possible careers are carpenter, automotive mechanic, electronics, technician, plumber, motor control technician, and electrician.

Items 26 through 30:

If you have “conventional” traits you probable checked several of these items. Your interest includes working within an organizational structure in an activity that requires attention to detail and accuracy. Possible careers: secretary, accountant/bookkeeper, paralegal, computer information systems specialist, drafting, and graphic arts.

Note: Your interests may not fit neatly into one category. A mixture of two or three areas produces even more career possibilities. A career counselor can help you zero in on which career may suit your particular mixture of interests.





DETERMINING YOUR JOB SKILLS

Another important part of self-assessment and self-awareness is taking the time to analyze your skills and determine which ones can be used in the workplace. If you have worked before, then you need to take some time and list the skills that you used in doing that job. What if you don't have any paid work experience? You may still have lots of skills. You may have "worked" on a hobby, or you may have "worked" as a **homemaker**, a **student**, or a **volunteer** in a family business. Many of these skills are transferable to the world of work.

TIPS FOR MAKING A BACKGROUND AND EXPERIENCE LIST:

All hobbies and daily activities require many skills, knowledge, and abilities.

List your hobbies, clubs, sports, church and school activities on the next page.

List the skills or talents used to perform each activity.

HERE ARE SOME EXAMPLES:

Homemaking

Ability to manage budget
Ability to handle multiple tasks
Ability to cook, clean, do the laundry, shop
Skill in teaching, training others

Fixing Cars

Skill in using different tools
Ability to diagnose mechanical problems
Ability to see difference in sizes and shapes
Knowledge of electronics

Playing Basketball/Bowling

Ability to interact with others
Ability to follow rules
Ability to do arithmetic (keeping score)
Ability to reach, lift, jump, stoop and run
Skill in directing others (calling plays, coaching)





HOBBIES

- 1.
- 2.
- 3.

SKILLS USED OR LEARNED

CLUBS/ORGANIZATIONS

- 1.
- 2.
- 3.

SKILLS USED OR LEARNED

SPORTS

- 1.
- 2.
- 3.

SKILLS USED OR LEARNED

SCHOOL SUBJECTS (favorite)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

SKILLS USED OR SKILLS LEARNED





WORK HISTORY

If you have worked before, list your jobs. Include volunteer, part-time, summer and self-employment. Write down your work duties for each job listed. (See example below.)

Now, think about skills or talents it took to do each job duty. Write them down.

HERE'S AN EXAMPLE: WORK DUTIES: SKILLS OR TALENTS

Cafeteria Food Service Worker:

Able to get along with customer and co-workers

Able to get requests correct

Able to assist with food preparation

Able to lift large pans of food

Able to work quickly

Painting Classrooms:

Able to paint skillfully

Able to prepare surface for painting

Able to clean up when finished

Able to stand for long periods

Park Maintenance:

Able to work outside for long periods

Able to use machinery and tools

Able to follow directions





EDUCATION

List the schools you attended, dates, major studies or courses completed. Include military, vocational education, adult education classes, seminars, and on-the-job training.

ATTENDED (see categories above)	DATES	MAJOR STUDIES / COURSES COMPLETED
---	--------------	--

List degrees, certificates, awards and honors.





OTHER SKILLS

Take a look at some other skills that you might have used in a previous job, in school, or in your daily life.

Check one of the following that is a strong skill or yours.

Instructing Others:

Giving instructions on a new piece of equipment
Managing people
Meeting deadlines
Teaching a new skill
Planning and Developing teaching materials

Working With People

Administering to other's needs
Caring for/comforting others
Counseling others
Interviewing
Mentoring others
Motivating people

Using Your Hands:

Assembling things
Building things
Constructing/repairing building
Operating tools
Driving/operating a vehicle
Using complex equipment

Creative/Artistic

Drawing
Painting
Performing/acting
Presenting creative ideas

Negotiating:

Organizing/managing projects
Speaking in public
Writing information
Settling disputes

Leadership Skills

Arranging social functions
Explaining things to others
Delegating duties
Initiating new tasks
Taking risks
Self-confident
Self-motivated
Problem solver

Dealing with Data:

Settling disputes
Analyzing data
Auditing records
Calculating/Computing
Classifying data
Doing research

Personality Traits

Outgoing
Competitive
Decisive
Patient
Persuasive
Pleasant
Sensitive
Sociable
Tolerant
Tough





APTITUDE

We've talked a good deal about interests, skills, jobs you've held, leisure time activities, and hobbies. Another critical piece of the puzzle that relates to career choice and employment success is aptitude. In planning your future career, you should consider industry trends, your own personality traits, your attitudes, values and interests. The most critical area to consider is your aptitude. Aptitude refers to those skills and talents that are innate and not necessarily based on what you've learned in school. For example, most reasonably intelligent people can learn the mechanics of music; however, those who become the most successful musicians are those who were born with an innate aptitude for music. You've probably noticed this about artists, mechanics, carpenters and people in many other fields.

Because we live in a highly technical society today, there is a high demand for individuals who have an aptitude for technology. To succeed in a high-tech field, an individual needs to have a high aptitude in three areas: logic, mechanical, and numerical. If you are interested in a high-tech field you will find a self-administered high-tech aptitude testing system in "Discover Your High-Tech Talents," by Barry and Linda Gale. Most of the careers included in this book require a minimum of two years of college.

If you took the Armed Services Vocational Aptitude Battery (ASVAB) military test while in high school, you should have gotten some ideas about your high aptitude areas. The General Aptitude Test Battery (GATB) also gives you an individual an idea of high aptitude areas.

Most junior colleges and Vo-Tech Centers offer some type of career planning and assessment services. Some of these services are free to the public.

A visit to the Workforce Oklahoma Career Connection Center, 7401 NE 23rd Street, Oklahoma City, Oklahoma can provide you with an opportunity to take various tests. One of the tests, Career Mappers, evaluates your ability to work with words, letters in series, and numbers in series, math skills and printed designs. It also includes a section of 110 multiple-choice questions that reveal personality, attitudes, and work ethics. The VALPAR is another test administered at the Career Connection Center that evaluates manual dexterity, and ability to use hand tools and simple machines. Another computerized test evaluates hand-eye-foot coordination, form, spatial and color perception. Other tests can give you an idea about your reading and math skills. When all tests are completed, the computer will give you a list of occupation titles that best suit your aptitude and ability.

The time that you spend doing a self-evaluation is one of the best ways to spend your time before you launch a serious job search, whether you are looking for employment for the first time or you are in the process of changing careers.





LET'S CREATE A WORD PICTURE OF WHO YOU ARE

You bring to an employer many facets of yourself. You may need to refer to the previous pages in order to complete the blanks below.

FILL IN THE FOLLOWING BLANKS TO GET A SELF-PORTRAIT:

I am interested in:

(Choose from the 12 major interest areas)

- 1.
- 2.
- 3.
- 4.

8

9.

10.

11.

12.

13.

I have educational/training in the following:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

14.

I am viewed by others as:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

I have the following skills/abilities:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.





My greatest assets are: (list as many as you like. Begin each statement with, I am.)

I need to improve:

I will improve by: (how and when?)

The job of my dreams is:

Tell where?

Doing what?

Hours worked? _____

Who would you work with? etc.

What are the reasons you can't have the job of your dreams?

Are those reasons or excuses?

Remember, you are not your disability!





INTELLIGENCE TEST . . .

Read the following rules first:

1. COUNT OUT LOUD THE F's IN THE TEST SENTENCE BELOW;
2. COUNT THE F's ONLY ONCE, DO NOT GO BACK AND COUNT THEM AGAIN.

TEST SENTENCE:

**FINISHED FILES ARE THE RESULTS OF YEARS OF SCIENTIFIC STUDY
COMBINED WITH THE EXPERIENCE OF YEARS.**

SEE THE NEXT PAGE FOR THE ANSWER:





INTELLIGENCE TEST RESULTS

Now, determine your IQ. There are 6 F's in the sentence.

Persons with average intelligence find 3.

If you spotted 4, you are above average.

If you found 5, you can turn your nose up at most anyone.

If you found all 6 you are a genius.

To find the ones you missed, look for the word "of."







Section II

PREPARATION

THE JOURNEY OF A THOUSAND MILES BEGINS WITH A SINGLE STEP.”

--Lao Tzu





THINK ABOUT IT . . .

The following suggestions are offered to people who are initially embarking upon a career or profession in any human endeavor. These suggestions are based on several assumptions. Unless you are motivated by these few basic assumptions, some of these suggestions may not work for you.

Assumptions

- *You want to develop yourself into a productive, positive citizen.
- * You want to leave the world better than you found it.
- * You want to do things that prolong life, not things that lead to death.

Suggestions

1. Develop some sense of a spiritual life.
2. Read voraciously.
3. Develop skills to communicate well.
4. Learn to use the tools of technology, e.g., computers, fax machines, Internet, etc.
5. Identify a mentor you can trust.
6. Eat well and exercise.
7. Educate yourself.
8. Don't be intimidated by anyone or anything.

Remember

1. Don't judge your whole life by your first job.
2. Find something you like to do and make it pay.
3. Always be ready to change. (Don't get comfortable.)
4. Never say, "It can't be done."
5. Take control of your own life and career (with the support of others).





LITERACY

“**ILLITERACY IS ONE OF THE BEST-KEPT SECRETS IN THE COUNTRY,**” states the brochure for the Oklahoma City Literacy Council. This brochure further states that one out of five Oklahomans can’t read. Business and government leaders are aware there is a tremendous illiteracy problem in Oklahoma and throughout the United States. Functional illiteracy is defined as the inability of an adult to read at a 6th grade level.

Non-readers are hampered in their daily life because they are:

- Unable to fill out job applications adequately
- Unable to read employees’ training manuals
- Unable to receive promotions that require reading and writing skills
- Unable to adequately handle their own personal business
- Unable to read letters, directions, recipes, ballots, prescription labels, etc.

The good news is . . . There are a variety of resources for Literacy Training:

Oklahoma City Literacy Council

131 Dean A McGee Ave.
Oklahoma City, OK 73102
405-232-3780
Contact Person: Millon Lamb

Individualized tutoring is provided by volunteers who work in local public libraries in the Oklahoma City area.

Project R.E.A.D.

27 SE 15th
Edmond, OK 73034
405-348-7323

Midwest City Literacy Link

8143 E. Reno
Midwest City, OK 73110
405-732-2737





Moore Literacy Council, Moore Library

225 South Howard

Moore, OK 73160

405-701-2683

Contact Person: Carla Kennedy

Resources for Literacy Training (continued)

Norman Literacy Council, Norman Library

225 N. Webster

Norman, OK 73069

405-701-2683

Contact Person: Carla Kennedy

Community Literacy Centers, Inc.

3707 S Blackwelder

Oklahoma City, OK 73119

405-524-7323

Contact Person: Becky O'Dell

This center has staff trained to serve individuals who have a severe learning disability.





EDUCATION AND TRAINING SOURCES

After identifying and assessing your employment skills and aptitudes, you will need to identify what education, training and other skills are needed to be successful in working in careers that match your employment goals, interest and aptitude.

Preparation for employment is as important as deciding what career path to choose. The following list of colleges, vo-tech schools, private and trade schools will assist you in locating the source for the education/training that is required.

The listing of “Degrees Offered” which follows the addresses below, is not all-inclusive. You may want to contact each educational institution listed below for a complete listing and description of the degrees and majors offered.

List of Colleges, Vo-Tech Schools, Private and Trade Schools

List of Colleges, Vo-Tech Schools, Private and Trade Schools

Bartlesville Wesleyan College
2201 Silver Lake Road
Bartlesville, OK 74006
918-335-6200 or 800-468-6292

Northeastern State University
600 N Grand Ave
Tahlequah, OK 74464-5511
918-456-5511 or 800-722-9614

Cameron University
2800 Gore Blvd
Lawton, OK 73505
580-581-2200

Northwestern State University
709 Oklahoma Blvd
Alva, OK 73717
580-227-1700

East Central University
1100 E 14th
Ada, OK 74820
580-332-8000

Oklahoma Baptist University
500 W. University
Shawnee, OK 74804
405-275-2850 or 800-654-3785

Langston University
P.O. Box 730
Langston, OK 73050
405-466-2231

Oklahoma Christian University
P.O. Box 11000
Oklahoma City, OK 73136
405-425-5000 or 800-877-5010

Mid-America Christian University
3500 SW 119th Street
Oklahoma City, OK 73170
405-691-3800

Oklahoma City University
2501 N. Blackwelder
Oklahoma City, OK 73106
405-208-5000





List of Colleges, Vo-Tech Schools, Private and Trade Schools continued

Oklahoma Panhandle State University
Box 430
Goodwell, OK 73939
580-349-2611, ext. 374

University of Oklahoma Health Sciences Center
1000 Stanton L. Young Blvd
Oklahoma City, OK 73117
405-271-4000

Oklahoma State University
Stillwater, OK 74078
405-744-5000

University of Science & Arts of Oklahoma
1727 W Alabama
Chickasha, OK 73018
405-224-3140

Southern Nazarene University
6729 NW 39th Expressway
Bethany, OK 73008
405-789-6400

University of Tulsa
600 S. College
Tulsa, OK 74104
918-631-2000

Southwestern College of Christian Ministries
7210 NW 39th Expressway
Bethany, OK 73008
405-772-6611

Southwestern OK State University
100 Campus Dr
Weatherford, OK 73096
580-772-6611

University of Oklahoma
1000 Asp Ave, Rm 127
Norman, OK 73019
405-325-2252





COLLEGE - UNIVERSITY

DEGREES OFFERED

Accounting	Agri. Ed./Science	Art Education	Biology	Business Admin.	Chemistry	Communications	Computer Science Comp./mgmt. info. Syst.	Criminal Justice	Dentistry (Pre)	Education Elec. Engr. Technology	Engineering	English	Finance	History	Home Economics	Humanities	Journalism	Marketing	Mathematics	Music	Nursing	Pharmacy	Physical Education	Physical Therapy	Physics	Political Science	Psychology	Sociology	Speech
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4-YEAR SCHOOLS

Bartlesville Wesleyan College	X		X	X	X	X	X		X	X		X		X					X		X		X			X				
Cameron University	X	X	X	X	X	X	X	X	X	X		X		X	X	X			X	X	X				X	X	X	X	X	
East Central University	X		X	X	X	X	X		X	X	X	X	X	X	X				X	X	X						X	X	X	
Langston University	X	X	X	X	X	X	X		X	X	X	X		X	X								X	X			X	X		
Mid-America Bible College				X						X		X								X										
Northeastern State University	X		X	X	X		X		X	X	X	X	X	X	X		X	X	X	X	X		X		X	X	X	X	X	
Northwestern State University	X	X		X	X	X	X	X	X	X				X			X		X	X	X		X		X	X	X	X	X	
Oklahoma Baptist University	X		X	X	X	X	X	X	X	X		X	X	X		X	X	X		X	X		X		X	X	X	X	X	
OK Christian Univ. of Science & Arts	X		X	X	X	X	X	X	X	X	X	X	X	X			X	X	X	X	X		X				X		X	
Oklahoma City University	X	X	X	X	X	X		X	X	X		X	X	X	X	X	X	X	X	X	X		X		X	X	X			
OK Panhandle State University	X	X		X	X	X		X			X		X		X				X				X				X		X	
Oklahoma State University	X	X	X	X	X	X	X	X		X	X	X	X	X	X		X	X	X	X	X		X		X	X	X	X	X	
Oral Roberts University	X		X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	
Phillips University	X		X	X	X	X	X		X	X		X	X	X				X	X	X		X				X	X	X	X	
Southeastern OK State University	X		X	X	X	X	X	X	X		X	X		X				X	X	X		X		X		X	X	X	X	
Southern Nazarene University	X		X	X	X	X	X	X	X	X	X	X		X			X	X	X	X	X	X	X	X	X	X	X	X	X	
SW College of Christian Ministries										X																				
Southwestern OK State University	X		X	X	X		X		X	X		X	X	X				X	X	X	X	X	X		X	X	X	X		
University of Central Oklahoma	X			X	X	X		X	X			X		X					X		X		X			X				
University of Oklahoma	X			X	X	X	X		X	X	X	X	X	X			X	X	X	X		X		X		X	X	X		
Univ. of OK Health Science Center									X												X	X								
Univ. of Sci. & Arts of Oklahoma	X		X	X	X	X	X			X		X		X				X	X	X		X	X			X	X	X		
University of Tulsa	X		X	X	X	X	X	X	X	X	X	X	X	X			X	X	X	X	X				X	X	X	X	X	

2-YEAR SCHOOLS

OKC Community College	X	X	X	X	X	X		X	X		X	X	X	X		X	X		X	X	X			X	X	X	X	X	X
Oklahoma State Univ. - OKC	X	X					X				X										X								
Rose State College	X		X	X	X	X		X	X	X	X	X		X			X		X	X	X			X	X	X	X	X	X





PRIVATE TECHNICAL TRAINING SCHOOLS

American Broadcasting School

4511 SE 29th
Oklahoma City, OK 73115
Phone: 672-6511
Number of Students: Varies
Tuition: \$10,125
Class Start Dates: Every week
Length of Training: 43 weeks
Schedule of Classes: full time and evenings
Training Offered: Radio broadcasting
Email: admissions@radioschool.com

The Andrews School

5601 NW 72nd, Ste 167
Oklahoma City, OK 73132
Phone: 721-3555
Number of Students: Varies
Tuition: \$3,800
Class Start Dates: Open
Length of Training: 9-12 months
Schedule of Classes: distance learning from home
Training Offered: Medical transcription, medical administrative assistant, medical coding
Linda@andrewsschool.com

Charles Barnes School of Real Estate

300 NW 27th St
Moore, OK 73160
Phone: 405-378-2100
Number of Students: 40
Tuition: Real Estate - \$495; Appraisal - \$795
Class Start Dates: Monthly
Length of Training: Real Estate - 90 hours; Real Estate Appraisal - 75 hours
Class Schedule: Part time and evenings
Training Offered: Real Estate Broker License, Real Estate Appraisal and Real Estate Sales, home inspection
homestudy@charlesbarnes.com

Oklahoma School of Bartenders

2800 NW 36th, ste 100
Oklahoma City, OK 73112
Phone: 947-5678
Number of Students: varies
Tuition: \$695
Class Start Dates: Weekly
Length of Training: 40 hours
Class Schedule: Full time, part-time and evenings
Training Offered: Professional Bartending

Roger Despain School of Real Estate

401 N. Meridian
Oklahoma City, OK 73107
Phone: 947-4448
Number of Students: Varies
Tuition: \$210 to \$675
Class Start Dates: Monthly
Length of Training: 15 hours to 90 hours
Class Schedule: Full time and part time
Training Offered: Pre-license, post license class, real estate broker class, real estate appraisal class, home inspection training.

Oklahoma Technology Institute

9801 Broadway Extension
Oklahoma City, OK 73114
Phone: 842-9400
Number of Students: varies
Tuition: \$175- \$7,495
Class Start Dates: Varies
Length of Training: 2 ½ weeks - 6 months
Class Schedule: Full time, part time and evenings
Training Offered: Microsoft Office skills, keyboarding skills, Internet, medical coding and billing, pc software applications





PRIVATE TECHNICAL TRAINING SCHOOLS (CONTINUED)

Guthrie Job Corps

3106 W University
Guthrie, OK 73044
Phone: 800-733-5627
Number of Students: 650
Tuition and Fees: Free
Class Start Dates: Open
Length of Training: Up to 2 years
Class Schedule: full time, residential dormitory setting. Training Offered: GED, culinary arts, welding, protection safety and investigations, facility maintenance, carpentry, plumbing, business office technology, plumbing, electrical house wiring, computer technician, business technology, health occupations

ATI Career Training Center

2401 NW 23rd, Ste 14
Oklahoma City, OK 73107
Phone: 800-209-8264
Training offered: Medical Assistant, Dental Assistant, Business Administration Technology, and Network Administration.

Platt College

2727 W Memorial
Oklahoma City, OK 73134
Phone: 749-2433
Number of Students: 300
Tuition: \$7,110 - \$13,345
Class Start Dates: Varies
Length of Training: 32 weeks - 50 weeks
Class Schedule: Full time and evenings
Training Offered: Medical, Dental, Pharmacy, Surgical, Nursing, Massage, Restaurant Management, Culinary, Transcription

Wright Business School

2219 W I-240 Service Rd, Ste 124
Oklahoma City, OK 73159
Phone: 681-2300
Number of Students: 350
Tuition: \$9,500 to \$12,000
Class Start Dates: random
Length of Training: varies
Class Schedule: Full time, part time, evenings
Training Offered: Accounting, secretarial, clerical and medical administrative assistant, information management





CAREER-TECH SCHOOL

CAREER AREAS

	A/C Refrigeration	Accounting Services	Administrative Services	Air Frame / Power Plant	Art	Auto Collision / Service	Aviation (General)	Aviation Maint. Technology	Bldg. / Grounds Maintenance	Brick Masonry	Business / Computer Tech.	Carpentry	Child Care	Clothing Prod. Management	Cosmetology	Dental / Med. Assisting	Drafting	Electricity	Electronics	Floral Design	Food Management	Hospitality	Management Dev.	Physical Therapy Assistant	Plumbing	Practical Nurse	Printing	Radiologic Technology	Respiratory Tech.	Surgical Technology	Systems Management Svcs.	Welding
Eastern OK County	X							X	X	X	X	X					X						X							X	X	
Francis Tuttle		X	X					X		X	X	X			X		X		X		X				X			X		X	X	
Metro-Aviation				X			X	X											X													
Metro-Sage						X		X		X	X																					
Metro-So. Bryant	X				X	X			X					X		X	X									X						
Metro-Springlake		X	X								X		X			X					X	X			X		X		X			
Mid-Del	X		X			X		X	X	X	X	X	X	X	X	X	X	X	X					X	X	X					X	
Moore-Norman	X	X	X			X		X		X	X	X	X	X	X	X	X	X	X	X		X	X		X	X	X					X

ADDRESSES OF CAREER-TECH SCHOOLS

OKEastern Oklahoma County
4601 N. Choctaw Road
Choctaw, OK 73020-9017
(405) 390-9591

Metro-Tech Aviation Center
5600 S. MacArthur
OKC, OK 73179-8205
(405) 685-0008

Metro-Tech S. Bryant
4901 S. Bryant
OKC, OK 73129-8801
(405) 605-2201

Mid-Del
1621 Maple Dr.
MWC, OK 73110-4825
(405) 739-1707

Francis Tuttle
12777 N. Rockwell
OKC, OK 73142-2789
(405) 717-4900

Metro-Tech Sage (Adult
Continuing Education)
201 N.E. 48th Street
OKC, OK 73105-3312
(405) 424-8324

Metro-Tech Springlake
1900 Springlake Dr.
OKC, OK 73111-5133
(405) 424-8324

Moore-Norman
4701 12th Street
Norman, OK 73069-8399
(405) 364-5763

* Visual and hearing impaired







SECTION III

MARKETING YOURSELF

YOU ARE THE PRODUCT.....YOU ARE THE SALESPERSON





MARKETING YOURSELF

Preparation is the key to marketing yourself in today's employment market. You should make getting a job as your priority and you should develop a plan. Without a plan, you will eventually end up somewhere, but not necessarily at your destination. Today's job search can be complicated because we are emerging from a period of lower employee turnover, increased number of highly motivated and well-prepared job seekers, and more employees in a state of transition.

Your plan can provide you with the structure for control and your plan will come in handy when you are faced with rejection. A young man we know mailed to various firms more than 350 resumes and cover letters that only produced 3 job leads. It's impossible not to feel the effects of rejection and frustration when you are turned down again and again. **UNEMPLOYMENT LEAVES YOU OPEN FOR MANY NEGATIVE FEELINGS. UNEMPLOYMENT CAN ALSO BE VIEWED AS AN OPPORTUNITY;** an opportunity to devote yourself full-time to your job marketing campaign.

Rejection may also leave you frustrated and convinced that you have little to offer an employer. **Don't believe it! Your feelings are natural and normal, but don't take yourself or the rejection too seriously.** A systematic step-by-step marketing campaign, objectively and actively pursued, will see you through.

Linda Haneborg, Vice President of Marketing and Public Relations for Express Personnel Services said, "The process of evaluating an applicant begins from the moment of first contact, whether it be a telephone call, a resume or a personal meeting." She further states that, "one of the most important rules to follow in developing a resume is to be succinct." Keeping your resume short is imperative. Interviewers generally don't have lots of time to read a long resume. "Resumes should never be more than two pages and should be kept to one page if possible," says Linda.

Bette Scott, associate director of Career Services at the University of Oklahoma agreed with Linda Haneborg. She states, "An employer usually spends about 30 seconds looking at a resume." **Those 30 seconds will determine if the resume goes in the trash or stays on the desk."**





SOME ACTION VERBS TO HELP YOU DESCRIBE YOUR EXPERIENCE

Describe your experience in simple language using strong verbs. The following list may be helpful. These and certain “inside words” are sometimes called “buzz words” because they trigger a favorable response from knowledgeable examiners.

DECISION MAKING	AUDITING	ADMINISTRATION	PERSONNEL
Accept	Analyze	Administer	Appraise
Approve	Assemble	Engage	Discharge
Authorize	Assist	Furnish	Employ
Consider	Changed	Justify	Interview
Decide	Compare	Procure	Promote
Render	Conclude	Purchase	Recruit
Require	Evaluate	Reject	Screen
Solve	Guide	Requisition	Seek
Terminate	Recommend	Secure	Select
Test	Report	Ship	Train
	Review	Store	Transfer
		Supply	
MANAGEMENT	SUPERVISION	PLANNING AND CONTROL	HELPING
Adjudicate	Adhere	Acquire	Arrange
Analyze	Assess	Allocate	Assist
Anticipate	Assign	Assume	Contribute
Approve	Counsel	Control	Counsel
Change	Define	Extend	Give
Establish	Delegate	Forecast	Guide
Evaluate	Demonstrate	Formulate	Initiate
Execute	Develop	Monitor	Serve
Manage	Encourage	Plan	Solve
Meet	Exercise	Progress	
Organize	Foster	Schedule	
Plan	Maintain		
	Meet		
	Participate		
	Report		
	Request		
	Supervise		





SOME ACTION VERBS TO HELP YOU DESCRIBE YOUR EXPERIENCE (continued)

CLERICAL	COMMUNICATION	EXTERNAL ACTIVITY	RESEARCH AND DEVELOPMENT
Arrange	Contact	Cooperate	Analyze
Catalogue	Critique	Coordinate	Define
Collaborate	Declare	Negotiate	Determine
Compile	Display	Publicize	Develop
Generate	Inform	Represent	Evaluate
Organize	Interpret	Strengthen	Identify
Process	Issue		Investigate
	Speak		Prepare
	Testify		Propose
	Write		Recommend
			Research





PREPARING YOUR RESUME

What is a resume?

A resume is a self-advertisement. It is a tidy, enticing advertisement of you, and it must pass the flash test. The flash test is the 30 or 40 seconds that the reader gives the resume before tossing it into the nearest trash can. If you doubt this, consider the fact that large companies receive over 200,000 resumes in a year, even small companies get a dozen or more each week. **TO PASS THE “FLASH TEST,” YOUR RESUME MUST STAND OUT FROM THE REST.**

How you present yourself on paper is indicative, in the minds of employers, of how you present yourself to the world. Are you careful or sloppy, clear or disorganized, verbose or succinct? And, most important of all, are you oriented toward results? After all, results are what employers care about. What you did is not as important as what you accomplished.

Do You Need A Resume?

The first question to ask yourself as you get ready to start your job search is whether or not you need a resume. The answer to that question depends on the kind of job you are applying for.

For Example:

Resume required:	Professional, Technical, Administrative and Managerial jobs, Sales positions, Secretarial, Clerical, and other Office jobs.
Resume sometimes required:	Skilled jobs (e.g., Baker, Hotel Clerk, Electrician, Drafter, Welder); Semi-skilled jobs (e.g., Security Guard, Electronic Assembler, Janitor, etc.)
Resume usually not required:	Unskilled, quick turnover jobs (e.g., fast food servers, laborers, machine loaders, cannery workers, etc.)





Information You Will Need As You Prepare Your Resume

1. **Self-Information.** You need to know your job talents, work history, education and career goals. If you have completed the **Self-Awareness/Self Assessment** section you should have the self-information required to prepare your resume
2. **Job information.** Gather information about the job for which you are applying. You should know what the job duties are in order to **match your skills to the skills needed for the job**. The job duties are found in the job announcement. If the job announcement or ad is vague, call the employer and ask for a description of job duties. You need to know how much education and experience are required in order to **match your education and experience with what is required for the job**. You also need to know the salary range, the hours and shifts usually worked.

Tips for Developing a Resume That Employers Will Read and Keep:

- Each job you apply for deserves a fresh, custom-made resume which communicates a perfect fit between your qualifications and those needed for the job for which you are applying.
-
- Type your resume (or print it on a computer printer). Use 8 1/2" x 11" quality bond white or tinted paper. Center and justify all headings. Do not use bold or bright colored paper.
-
- Do not include irrelevant personal information (age, weight, height, marital status, disability, or status of health).
-
- Do not include salary and wages received in previous job.
-
- Be positive. Point out your accomplishments.
-
- Use action verbs (see list of action verbs)
-
- Be specific. Use concise sentences. Keep it short. One page is best
-
- Make sure your resume "looks good" (neat and readable).
-
- Proofread the master copy carefully. Ask someone with good reading and writing skills to proofread it carefully.
-
- Inspect photocopies for clarity, smudges and marks.
-





Take a Look at the Two Types of Resumes:

1. **REVERSE CHRONOLOGICAL RESUMES** list jobs you have had. Your most recent job is listed first, your job before that is listed second, and so on. List the employment dates and job duties for each job.
2. **FUNCTIONAL RESUMES** describe your skills, abilities and accomplishments that relate to the job for which you are applying. Employment history is provided in less detail than chronological resumes.

Tips for Preparing A Reverse Chronological Resume:

- List your jobs, starting with your present or most recent job. Give exact year for each job.
-
- Briefly describe the main duties you performed.
-
- Emphasize duties that are important for the job for which you are applying.
-
- Use simple, short, active sentences. (Refer to the list of action verbs.)

Questions to ask yourself:

- Have you progressed up a clearly defined career ladder and are you looking for job advancement?
-
- Do you have recent job experience at one or more companies?

*If your answer is **YES** to either question, use the **Reverse Chronological Resume**.*





Reverse Chronological Resume

Marilyn James
1499 E. Delaware
Norman, Oklahoma 73069
(405) 364-3756

Objective:

To obtain a position as an Administrative Assistant in a Personnel Office.

Experience:

- 1990 to Present** *Personal Secretary*, Dolese Corporation, Oklahoma City, Oklahoma. Secretary to the Personnel Director. Duties include taking dictation, word processing and scheduling meetings, and setting up interviews, distributing job announcements.
- 1984-1990** *Secretary*, Oklahoma Corporation Commission, Oklahoma City, Oklahoma. One of 25 word processors in the legal department. Duties included entering correspondence and forms on the word processor, proofreading legal documents and processing the mail.
- 1979-1984** *Clerk Typist*, Oklahoma City Public Schools, Oklahoma City, Oklahoma. Duties included typing forms, processing mail, establishing and maintaining filing system.
- 1976-1979** *Receptionist*, J.W. Miller, D.D.S. Norman, Oklahoma. Duties included answering the telephone, scheduling appointments, greeting patients and processing billings.

Skills:

Dictation
Word-processing
Typing
Good organizational skills and effective people skills

Education:

Wayne High School, Wayne, Oklahoma. High school diploma and certificate from Mid-America Vocational Technical School with emphasis in business education 1975.

Member, Norman Rotary Club
Secretary, Norman Business and Professional Women's Club
Professional Secretary Certificate 1980

References available upon request.





Tips for Preparing a Functional Resume:

- Study the duties for the job for which you are applying. Identify two or three general skills that are important to the job.
-
- Review your background and experience list prepared previously. Find talents and accomplishments that demonstrate your ability to perform the job skills
-
- List your talents and accomplishments under the related job skills.
-
- Use simple, short, active sentences.

Questions to ask you:

- Are you a displaced homemaker?
-
- Are you a veteran and want to relate your military training to a civilian job?
-
- Do you have little or no paid work experience?
-
- Do you have gaps in your work history?
-
- Is the job you are applying for different from your present or recent job?
-
- Do you want to emphasize your work skills and accomplishments instead of describing your job duties?

*If the answer to any of those questions is **YES**, use the **Functional Resume**.*





Functional Resume

Tom Johnson
3425 Northeast Belaire
Oklahoma City, Oklahoma 73111
(405) 236-7697

Program Director

Developed annual budget of over \$500,000. Designed and implemented employee salary and performance reviews. Supervised staff. Negotiated new lease. Handled construction and decorating details in new office space and all aspects of relocation.

Fund Raising

Developed and implemented major programs. Wrote and presented grant proposals to major corporation. Hosted corporate grant administrators. Raised a total of \$550,000.

Public Relations

Authored public service announcements and news releases. Appeared frequently on television and radio programs. Arranged and participated in photo sessions with public figures and media personalities. Coordinated media for major fundraising events.

Consultant

Consulted to state and federal legislators and agency directors on rehabilitation and mental health issues.

Convention Meeting and Planning

Fifteen years' experience negotiating hotel rates and making meeting and convention arrangements for groups of 10 to 3,000 on behalf of a major national organization.

Employment History

1984-Present Assistant Director, Oklahoma County Mental Health Association, Oklahoma City Oklahoma.

1969-1983 Rehabilitation Specialist, Veterans Administration, Muskogee, Oklahoma.

1965-1967 Instructor, Honors English, Del City High School, Del City, Oklahoma.

Education

1965 B.A., University of Oklahoma

References available upon request.





WRITING A COVER LETTER

The goal of your cover letter is to give your reader enough information to interest him or her in looking at your resume, but not so much that the reader is overwhelmed.

<p>Address your letter to a person. Research the company to determine to whom you should address your letter. Often the head of the department where you want to work, is the best person to contact.</p>	<p>1130 W. 92nd Street New York, New York 11002 October 19, 1997</p>
<p>In paragraph #1, state the position you are applying for and how you heard about the position or the organization. Also, if you are referred by someone, be sure to identify the person that referred you.</p>	<p>Mr. David Copperfield, Manager Marketing Division Hampton Corporation 1212 East Place Philadelphia, PA 20012</p>
<p>In paragraph #2, give a concise overview of your work history and the skills you have that will help you perform the job. Refer the reader to your enclosed resume.</p>	<p>Dear Mr. Copperfield:</p> <p>This letter is in response to your advertisement for an Office Manager, which appeared in the August issue of the Washington Post. I would like to apply for this position.</p>
<p>In paragraph #3, state your confidence in your abilities and give information on how you can be contacted.</p>	<p>I graduated from Haughton Business School in May 1994. I have been working with Barnes and Noble as an Administrative Assistant since July 1994. Since May 1995, I have served as the acting Administrative Officer in her absence. I have great communication, time management and organizational skills. Also, I am proficient in Microsoft Word, Excel, Lotus 1-2-3, and Windows 95. I have enclosed my resume for additional information.</p> <p>Because of my past experience and skills, I feel I would be an asset to your organization. I would like to have the opportunity to meet with you personally to discuss your requirements for this position. If you have any questions, you may contact me at (203) 555-1111, between 8 a.m. and 5 p.m. and at (203) 555-2222, after 5 p.m. I look forward to hearing from you.</p>
	<p>Sincerely,</p>
	<p>Karen J. Marshall</p>
	<p>Enclosure</p>





COMPLETING A FEDERAL APPLICATION

DO's	DON'Ts
Read carefully the vacancy announcement for the position for which you are applying. Underline the skills required by the position.	Don't use the same application for jobs in non-related fields. Don't exaggerate.
Use active verbs to describe what work you actually did. Be specific. Use the first person "I."	Don't ever use position descriptions.
Include all experience, whether paid or volunteer. Arrange your experience in chronological order. (Starting with present and going backward.)	Don't omit church, community, or club work.
Attach a DD-214, if you have military service.	Don't forget to include licenses, i.e., Registered Nurse, Teacher, etc.
Have your application neatly typed or written so that each word is legible and all blocks are completed.	Don't use general character references - they usually won't commit themselves on such matters as dependability, initiative, etc.
If your application is reproduced, be sure every page is easily readable. Make certain the application is in the correct order, signed, and dated. Keep your original as a master copy.	Don't submit an application that is messy, hard to read, or confusing to follow.
Mention suggestions, performance and other awards including those received from church, clubs, and other organizations. State the date award was received.	Don't make your application a "challenge" to the reader. Hard-to-read applications go in the "Out" pile first.
Attach a transcript if you have college education that qualifies for the job. Be sure to include your GPA.	Don't attach extraneous material such as job descriptions, resumes, letters of appreciation, pictures, certificates of training, etc.





Sample Federal Applications

Form Approved
OMB No. 3206-0219

OPTIONAL APPLICATION FOR FEDERAL EMPLOYMENT - OF 612

You may apply for most jobs with a resume, this form, or other written format. If your resume or application does not provide all the information requested on this form and in the job vacancy announcement, you may lose consideration for a job.

1 Job title in announcement <i>Clerk</i>	2 Grade(s) applying for <i>GS-3</i>	3 Announcement number <i>Clerk # 98-5-9</i>
4 Last name <i>Smith</i>	First and middle names <i>Mary</i>	5 Social Security Number <i>000 00-0000</i>
6 Mailing address <i>3233 Nowhere Street</i>		7 Phone numbers (include area code)
City <i>Oklahoma City</i>	State <i>OK</i>	ZIP Code <i>73101</i>
		Daytime <i>(511) 555-0000</i>
		Evening <i>(911) 555-1212</i>

WORK EXPERIENCE

8 Describe your paid and nonpaid work experience related to the job for which you are applying. Do not attach job descriptions

1) Job title (if Federal, include series and grade)
Date Entry Clerk

From (MM/YY) <i>05-96</i>	To (MM/YY) <i>Present</i>	Salary <i>\$ 6.10</i>	per <i>hour</i>	Hours per week <i>40</i>
Employer's name and address <i>Date Employment Service 420 Main, Oklahoma City, OK 73104</i>			Supervisor's name and phone number <i>John Smith (511) 555-1234</i>	
Describe your duties and accomplishments <i>Switchboard, front desk customer service, problem solving, answering questions from clients in the absence of supervisor. Problem solve with various state agencies and Federal agencies, trained new trainees, evaluated and noted their performance and reported to supervisor. Typed letters to clients. Referred clients for jobs. Direct customer contact, word processing, faxing + copies.</i>				

2) Job title (if Federal, include series and grade)
Date Entry/ Customer service

From (MM/YY) <i>10-95</i>	To (MM/YY) <i>11-95</i>	Salary <i>\$ 5.00</i>	per <i>hour</i>	Hours per week <i>40</i>
Employer's name and address <i>Storage Center 2100 Page Street, Oklahoma City, OK 73111</i>			Supervisor's name and phone number <i>Betty Hood (511) 878-0500</i>	
Describe your duties and accomplishments <i>Complete Customer service - cashier, payments, billing, problem solving, storage rentals, equipment rentals. Checked in incoming Rental Trucks + equipment, rented on going rentals + equipment. Made reminder calls, Bank deposits, rental reports daily and weekly typing</i>				

50612-101
NSN 7540-01-351-0178
Optional Form 612 (September 1994)
U.S. Office of Personnel Management





Sample Federal Applications continued

9 May we contact your current supervisor?
 YES NO If we need to contact your current supervisor before making an offer, we will contact you first

EDUCATION

10 Mark highest level completed. Some HS HS/GED Associate Bachelor Master Doctoral

11 Last high school (HS) or GED school. Give the school's name, city, State, ZIP Code (if known), and year diploma or GED received.
Enid High School
Enid, OK 73701 *Diploma 1971*

12 Colleges and universities attended. Do not attach a copy of your transcript unless requested.

1)	Name	Total Credits Earned		Major(s)	Degree (if any)	Year Received
		Semester	Quarter			
	<i>Autrey Vs Tech</i>					
	City: <i>Enid</i> State: <i>OK</i> ZIP Code: <i>73702</i>		<i>72 hrs</i>	<i>Accounting</i>	<i>Cert.</i>	<i>1991</i>
2)	<i>Industrial Bus + Tech School</i>					
	<i>Denver, Colo</i> <i>80903</i>		<i>120 hrs</i>	<i>Electronics assembly</i>	<i>Cert.</i>	<i>1986</i>
3)						

OTHER QUALIFICATIONS

13 Job-related training courses (give title and year). Job-related skills (other languages, computer software/hardware, tools, machinery, typing speed, etc. Job-related certificates and licenses (current only). Job-related honors, awards, and special accomplishments (publications, memberships in professional/honor societies, leadership activities, public speaking, and performance awards.) Give dates, but do not send documents unless requested.
Type 40 wpm
Bookkeeping Skills

GENERAL

14 Are you a U.S. citizen? YES NO Give the country of your citizenship. *USA*

15 Do you claim veterans' preference? NO YES Mark your claim of 5 or 10 points below.
 5 points Attach your DD 214 or other proof. 10 points Attach an Application for 10-Point Veterans' Preference (SF 15) and proof required.

16 Were you ever a Federal civilian employee? NO YES For highest civilian grade give: _____ Series Grade From (MMYY) To (MMYY)

17 Are you eligible for reinstatement based on career or career-conditional Federal status? NO YES If requested, attach SF 50 proof.

APPLICANT CERTIFICATION

18 I certify that, to the best of my knowledge and belief, all of the information on and attached to this application is true, correct, complete and made in good faith. I understand that false or fraudulent information on or attached to this application may be grounds for not hiring me or firing me after I begin work, and may be punishable by fine or imprisonment. I understand that any information I give may be investigated.

SIGNATURE *Mary Smith* DATE SIGNED *8-6-96*





Sample Federal Applications continued

Form Approved
OMB No. 3208-0219

OPTIONAL APPLICATION FOR FEDERAL EMPLOYMENT - OF 612

You may apply for most jobs with a resume, this form, or other written format. If your resume or application does not provide all the information requested on this form and in the job vacancy announcement, you may lose consideration for a job.

1 Job title in announcement File Clerk	2 Grade(s) applying for GS-3	3 Announcement number Clerk# 08-5-0
4 Last name Doe	First and middle names Jane Ann	5 Social Security Number 000 - 00 - 0000
6 Mailing address 1111 Any Street		7 Phone numbers (include area code) Daytime (405) 555 0000
City Oklahoma City	State OK	ZIP Code 73101 - 1101 Evening (405) 555 9999

WORK EXPERIENCE

8 Describe your paid and nonpaid work experience related to the job for which you are applying. Do not attach job descriptions.

Job title (if Federal, include series and grade)

1) Documentation Preparation Clerk

From (MM/YY)	To (MM/YY)	Salary	per hour	Hours per week
05 1995	08 1996	\$8.00		40

Employer's name and address
ABC Company
222 Some Place Oklahoma City, OK 73120

Supervisor's name and phone number
John Smith
(405) 555 1234

Describe your duties and accomplishments

Proofing documents to be microfilmed, pulling staples out of documents, using staple puller, repairing and mending torn documents, detaching all forms from original document, getting documents ready for microfilm, cleaning around document machine. Informing mailroom when deliveries arrive, performing inventory when requested and keeping accurate count on all documents.

Job title (if Federal, include series and grade)

2) Data Entry Operator

From (MM/YY)	To (MM/YY)	Salary	per hour	Hours per week
06 1988	06 1989	\$4.25		40

Employer's name and address
State Insurance Fund
2121 Market Street Oklahoma City, OK 73210

Supervisor's name and phone number
Jack Jones
(405) 555 1212

Describe your duties and accomplishments

Processed medical bills, input medical reports into computer, documented dates on medical claims, sorted mail, answered telephone when requested and maintained neatness and cleanliness in the area.

50812-101
NSN 7540-01-351-0178
Optional Form 612 (September 1994)
U.S. Office of Personnel Management





Sample Federal Applications continued

9 May we contact your current supervisor?
 YES NO If we need to contact your current supervisor before making an offer, we will contact you first

EDUCATION

10 Mark highest level completed. Some HS HS/GED Associate Bachelor Master Doctoral

11 Last high school (HS) or GED school. Give the school's name, city, State, ZIP Code (if known), and year diploma or GED received.
 Highland Hill High School, Andersonville, Indiana 46011 Diploma 1978

12 Colleges and universities attended. Do not attach a copy of your transcript unless requested.

1)	Name	Total Credits Earned		Major(s)	Degree - Year	
		Semester	Quarter		(if any)	Received
	Rose State College			General Education	Associate	1984
	City state ZIP Code					
	Midwest City OK 73130 -	65				
	University of Central Oklahoma			Special Education	NA	
	Edmond OK 73030 -	21				
	Indiana Vocational Tech School			Office Procedures	Cert.	1980
	Andersonville IN 46011 -	42				

OTHER QUALIFICATIONS

13 Job-related training courses (give title and year). Job-related skills (other languages, computer software/hardware, tools, machinery, typing speed, etc. Job-related certificates and licenses (current only). Job-related honors, awards, and special accomplishments (publications, memberships in professional/honor societies, leadership activities, public speaking, and performance awards.) Give dates, but do not send documents unless requested.
 Business Office Machines. Received training in typing, steno, filing—1980 /Basic computer skills, Windows, Wordperfect, DOS.

GENERAL

14 Are you a U.S. citizen? YES NO Give the country of your citizenship. USA

15 Do you claim veterans' preference? NO YES Mark your claim of 5 or 10 points below.
 5 points Attach your DD 214 or other proof. 10 points Attach an Application for 10-Point Veterans' Preference (SF 15) and proof required.

16 Were you ever a Federal civilian employee? NO YES For highest civilian grade give: Series Grade From (MMYY) To (MMYY)

17 Are you eligible for reinstatement based on career or career-conditional Federal status? NO YES If requested, attach SF 50 proof.

APPLICANT CERTIFICATION

18 I certify that, to the best of my knowledge and belief, all of the information on and attached to this application is true, correct, complete and made in good faith. I understand that false or fraudulent information on or attached to this application may be grounds for not hiring me or firing me after I begin work, and may be punishable by fine or imprisonment. I understand that any information I give may be investigated.

SIGNATURE *Jane Doe* DATE SIGNED 5-14-98





Sample Federal Applications continued

Additional Job Experience

Job Title: Secretary/Receptionist

From: 07/88 To: 05/88

Salary: \$4.75 per hour 40 hours per week

Employer's Name and Address:

Supervisor: Colleen Fowler
(405) 671-2846

Del City Municipal Court
2800 Epperly Drive
Del City, OK 73115

Duties:

File clerk, record and post information to ledgers, compiled data, maintained records to all files, assisted the public when they needed assistance, used office machines, typed documents (warrants) for people's arrest and typed summons for people to appear in court. Copied work for different departments, transported money at the end of the day to the accounting office, maintained neatness and cleanliness throughout the day.





OPM APPLICATION HINTS
OFFICE OF PERSONNEL MANAGEMENT

Jim Thorpe Building, Room B-22
2101 N. Lincoln Blvd.
State Capitol Complex
Oklahoma City, OK 73105
Telephone: 521-2177

APPLICATION HINTS

We hope that the information listed in our publication "How Jobs Are Filled in the Competitive State Service" will answer most of the questions you may have about applying for state employment. However, we understand that you may also have questions about completing the application to ensure that you get full credit when our staff reviews it. To help you we offer the following suggestions:

Hint 1 - Carefully read the instructions at the top of the application

It is very important that you correctly show your social security number and mailing address. Any mistakes on your basic applicant data may slow down the processing of your application and hinder your chances for employment. Please also note that you must complete an additional form (OPM-75) if you wish to claim veteran's preference.

Hint 2 - Find out the specific job title

If you know about a vacancy for an Administrative Technician II in your community and you write "Secretarial" as the job title for which you're applying, chances are very good your name will not get on the correct job register for consideration. Since many state jobs are in "series," for example: Administrative Technician I, II, and III, you need to only fill out one application for Administrative Technician. You will be evaluated for all levels.. Also, be aware that many jobs have working titles that may differ from their official merit system title. A "lake patrolman," for example, is officially a Water Safety Enforcement Officer, a "boiler operator" is a Physical Plant Operator I and an "over the road truck driver" is a Senior Equipment Operator. Our staff should be able to help you find the correct merit system title if you're not sure.

Hint 3 - Check the requirements listed on the job description

Your application must show that you meet the minimum qualifications as stated under the "Education and Experience" section of each job description. Some jobs will also require a specialized license or certificate, for example, an Oklahoma Teacher's Certificate or a Red Cross Advanced Life Saving Certificate, etc. You must attach photocopies of your certificate when one is required for the job. Many applicants also find it helpful to attach a photocopy of academic transcripts, although this is not an absolute requirement for further processing of your application.

OPM-105 (4-88)





OPM Application Hints continued

Hint 4 - List all relevant employment

We understand that you may have more than the periods of employment which our application provides space for you to list. Please use extra sheets of paper, if necessary, to list all periods of employment which may relate to the job for which you are applying. When you do submit attachments, be sure to use the same format as that found on our application, i.e., include the month and year you started and ended each job and the average hours worked per week. Describe your major work duties clearly, but briefly, avoiding vague terms and jargon in describing your work. Be sure to treat each promotion or transfer which involved a change in work duties as a separate period of employment, even if they were with the same employer.

Good Example:

Employer's Name: Bitco Industries

Dates employed:

3/74--5/81

Hrs per wk: 40

Title: Officer Manager

Supervisor: Mr.Simon Pure, Controller

Job Duties: Responsible for day-to-day management of four person office. Maintained all accounts payable and accounts receivable. Answered routine correspondence, scheduled work assignments, processed work orders, purchased all office supplies and conducted quarterly inventory. Supervised a file clerk, deliveryman and receptionist.

Bad Example #1:

Employer's Name: Bitco Industries

1974-1981

Job Duties: I ran the office.

Bad Example #2:

Employer's Name: Bitco Industries

1974-1981

Hrs. per wk: varied

Job Duties: Bitco manufactures P9B Veeblefizers which are distributed throughout the nation. I checked each L27 for its RAD number, and then forwarded to District HQ. Also developed SPAS telemarketing SOP.

Hint 5 - Use of resumes

Generally speaking, employment resumes are a useful tool for highlighting an applicant's background at a glance. Unfortunately, most resumes do not provide enough detailed information to allow us to assess your qualifications accurately. We strongly encourage you to use attachments in the format described above rather than rely upon a resume which may have been developed for a different purpose.





TELEPHONE ETIQUETTE

When a prospective employer calls you to schedule that all important job interview what is he or she going to hear?

"Hello?...Hold on a minute, I can't hear you! Sam turn that blasted TV down will you?...There, that's better. Now, who did you say this is?"

Or, "Hello!...Who? Oh, yeah! You're the guy I needed to see about the job. Okay, when can I come in?"

Maybe no one's home and the employer gets the answering machine: "Hello? Hello? Hello?... Fooled ya, didn't I! As you may have noticed no one is home so leave your name and number and we'll call you back."

All of these examples create a poor first impression, which goes to show you that the first impression isn't always made in person. Actually your resume or application should have created a first impression, but the initial conversation is certainly more memorable for the employer. It gives him or her a "sound picture" of who you are.

People tend to mentally create a face and personality to go with the voice they hear. Dialect, accent, and grammar contribute heavily to the mental image. For example, when you answer your phone and the caller says, "Hey! How ya doin'? Bernice and me ain't seen you in a coon's age! How's the little 'uns?" Do you picture a country fellow? Creating sound pictures is a natural response to anyone who answers a telephone. So, what does your sound picture convey to the listener when you call?

Call your answering machine and leave a message, or use a tape recorded to tape a message. What does your tone of voice bring to mind? Someone who's impatient? Cheerful? Disgruntled? How is your grammar? Did you use proper sentences in your speech of lots of uncomfortable fits and starts like, "Um, yeah this is John. Uh, I'm calling myself Well, I uh, need to hear myself on the phone."

When a prospective employer calls, he or she wants to hear someone who is polite, competent, and pleasant sounding, especially if the job requires telephone-answering skills. Try to answer with a mild "Hello." Try to set aside any irritation or stress you may be feeling before picking up the receiver. Emotions are easily recognized by the listener.

Many people smile before they pick up the telephone and dial. Smiling while you speak is an old sales ploy. The smile comes across your face, if you can believe it. You probably hear smiles everyday.

Telephone etiquette is an essential part of the job-search process, but it is commonly overlooked. Answering the phone is such a subconscious, thoughtless task that no one really thinks anything of it. Be warned that a prospective employer is going to notice, so that first verbal impression needs to be as well planned, proper and particular as the one-page resume you labored over for hours. Remember, this is your **first verbal** impression, and as the saying goes, you only get **one chance to make a first impression**.





PREPARING FOR THE JOB INTERVIEW

Many well-qualified job seekers, including college graduates are petrified by the prospect of interviewing. The solution isn't a personality change. Instead, shy job seekers need to discover ways to get noticed and become comfortable with employers prior to interviewing. Following are suggestions on how to prepare for the interview despite shyness or timidity:

1. **Talk mainly with people you like.** The thought of arranging networking meetings and information interviews with working professionals probably scares you because it means calling people out of the blue. You could begin with friends, family members and neighbors and ask them to introduce you to prospective employers.
2. **Seek out volunteer work.** Volunteering may seem like free labor, but it is actually the best-kept secret of successful job hunting. By volunteering you can demonstrate your skills and abilities without having to endure the strain and pressures of interviewing. Smart employers, in fact, search for employees through volunteer programs. They can get a much better understanding of the candidate's skills this way than through a 30-minute interview.

Volunteer your services for anything that's interesting to you, then show your stuff. If you do this repeatedly and enthusiastically, you may never need to ask for a job interview. Instead, you will be offered jobs based on your work.

3. **Form your own job club.** Forming a job club can become your support group. You can share tips on interviewing and practice how you will respond to questions asked by the interviewer. You may want to make your "cold calls" in pairs as you gather information about companies that interest you.
4. **Make sure you have all the information you need to complete a job application.** You should have the names of previous employers and their addresses, your Social Security card, driver's license, military records, etc. Be prepared to provide names, addresses, phone numbers and titles of references. Be sure you have asked those individuals to give you a reference.
5. **Spend a good deal of time doing research.** Learn all you can about the organization(s) you want to work for and the job market in your field. Learn about their product, their image, and what they expect from their employees. Read trade magazines, business weeklies and journals. Get to know some of the people who work where you want to work and ask them lots of questions.
6. **Practice your response to some of the typical questions interviewers ask.**
Interviewers usually ask some basic questions, such as:
 - How has your past education or experience prepared you for this job?
 - What do you consider to be your greatest strengths and weaknesses?





6. Practice your response to some of the typical questions interviewers ask. (continued)

- How would you describe yourself?
- In what ways do you think you can make a contribution to our company?
- What two or three accomplishments have given you the most satisfaction?
- Describe the relationship that should exist between a supervisor and those reporting to him or her.
- Why did you decide to seek a position with this company?
- If you were hiring someone for this position, what qualities would you look for?
- What have you learned from your participation in extracurricular activities?
- How do you work under pressure?

Helpful Hints

Here are some answers to questions you might have about the interviewing process:

- What is the best time of day to apply. *Avoid busy periods. Place a telephone call to find out the best time for you to contact the interviewer.*
- Should I call for more information about the job? *Many employers find this practice irritating. Get additional information in person.*
- How should I finish the interview? *The same way you started it, with a handshake and good eye contact. As you prepare to leave, say, "Thank you for taking the time to see me. **I sincerely hope you will consider me for this job.**"*
- Should I call back after the interview? *Allow a reasonable period of time, then check back. A **call at the right time may place your application at the top of the pile.***
- Should I wait for the perfect job? *Look for good opportunities, but don't sit around and wait for the perfect job. Ask yourself if stalling is just an excuse to avoid trying and possibly failing.*

Remember that all successful people have also failed. Babe Ruth hit 714 home runs, but he also struck out 1,330 times. What if he had given up the first time he struck out? It's not easy going on a second, a third, or even a **fiftieth** interview, but you can't win if you don't try. So seize your opportunity!





HOW DO I LOOK?

According to Richard Bolles in his book, What Color is Your Parachute? Study after study has confirmed that **if you are a male, you will make a better impression if:**

- your hair or beard is neatly trimmed;
- you have obviously freshly bathed, used deodorant and mouthwash, and have clean, neatly trimmed fingernails;
- you have freshly laundered clothes on, and a suit rather than a sports outfit, and sit without slouching;
- your breath does not dispense gallons of garlic, onion, stale tobacco, or strong drink, into the enclosed office air;
- your shoes are neatly polished, and your pants have a sharp crease;
- you are not wafting tons of after-shave cologne fifteen feet ahead of you.

If you are a female, you will make a better impression if:

- your hair is newly 'permed' or 'coifed';
- you have obviously freshly bathed, used deodorant and mouthwash, and have clean or nicely manicured fingernails;
- you wear a bra, freshly cleaned clothes, a suit or sophisticated looking dress, and sit without slouching;
- your breath does not dispense gallons of garlic, onion, stale tobacco, or strong drink, into the enclosed office air;
- you wear shoes rather than sandals;
- you are not wafting tons of perfume fifteen feet ahead of you.





TEN WAYS TO FAIL A JOB INTERVIEW

It was 1:15 pm. The interview was scheduled for 1:00 pm, and the applicant was nowhere in sight. The personnel interviewer was upset. "Why can't these job applicants get here on time?" she thought.

When the applicant finally arrived at 1:20 pm with a story about a broken alarm clock, the interviewer reached for an antacid and her red pen. The applicant now has two strikes against him/her.

When you apply for a new position or a promotion, it is important that you know what the interviewer is looking for. We're all aware of the positive factors: **enthusiasm, confidence and good sense of self** are just a few.

But equally important are the negative points in an interview. Any one or a combination of these negative factors can make the difference between getting the position and continuing the job search.

Let's take a close look at 10 critical negative evaluation factors used by interviewers.

1. **Arriving late for the interview.** In a recent survey of 140 personnel directors and managers conducted by Robert Half, International, 93% of the respondents replied that being fifteen or more minutes late for an interview meant the candidate was "taking a giant step forward remaining unemployed." An excuse won't help either. The interviewer equates lateness with irresponsibility. Plan on getting to an interview at least fifteen minutes early.

2. **A "know it all" superiority complex.** Nobody likes braggarts. You can be confident without being conceited. An overaggressive applicant may have problems cooperating with co-workers on the job.

3. **Poor personal appearance.** Dirty, wrinkled clothes, uncombed hair, dressing in poor taste, i.e., wearing a mini-skirt, or a shirt open to your navel, or using too much cologne or perfume all help you give a poor first impression. **YOU NEVER GET A SECOND CHANCE TO GIVE A GOOD FIRST IMPRESSION.**

4. **Inarticulate.** If you can't express yourself clearly using proper grammar and diction, you won't be able to get your strengths across effectively or communicate with others on the job. If this is your problem, take an English course; join Toastmasters and practice using language at every opportunity.





TEN WAYS TO FAIL A JOB INTERVIEW (continued)

5. **No career goals.** This shows the interviewer you haven't put much thought into your greatest natural resource: YOU. If you haven't, why should anyone else? Do some self-examination and decide where you want to be in two to ten years.

6. **Lack of enthusiasm and interest.** A key to what might be a "bad attitude." Passivity during the interview impresses no one. If you can't get excited about the prospect of getting the job, don't interview for it.

7. **Failure to make eye contact.** Interviewers wonder if you are "trying to hide something" if you don't look them in the eye. Eye contact shows interest and care for the other person.

8. **Indecision.** Failure to respond decisively and timely to questions may be a sign of ill-conceived values and ideals. Know where you stand on issues and don't be afraid to express yourself.

9. **Lack of courtesy and manners.** A firm handshake and words like "please" and "thank you" go a long way towards convincing the interviewer you have strong interpersonal skills. Without them, doubt is created concerning your ability to meet and deal effectively with customers, superiors, and co-workers.

10. **Downgrading previous employers.** This may indicate that you refuse to take responsibility for your own actions. Never belittle a third party during an interview. It will come back to haunt you. If you have nothing good to say about previous employers, try to avoid saying anything.

Give this list of negative factors evaluated by interviewers some thought before your next interview. Your chances of getting the position you seek will greatly improve if you are innocent on all ten counts.





CONDUCTING THE JOB INTERVIEW

The big day has arrived and you've rehearsed the answers to potential interviewer questions. You've reviewed your previous work skills, college courses, volunteer work, and community involvement. You are ready to walk in and take charge of the interview because you are well dressed, well groomed, well rested and you are in a good mood.

Here are a few pointers you may find helpful:

- Dress appropriately.
- Use a firm handshake.
- Arrive early for the interview.
- Remember the interviewer's name.
- Don't chew gum. Don't smoke.
- Wait for the interviewer to sit down or offer you a chair before you sit.
- Present yourself as an honest person; do not try to hide anything.
- Remember you are selling yourself. Be enthusiastic.
- Maintain good eye contact with the interviewer.
- Introduce examples of your work experience into the conversation when appropriate.
- Retain the interviewer's attention by varying the tempo of your speech and the tone of voice.
- Focus on the positive aspects of your previous jobs/classes.
- Do not belittle yourself or any of your previous employers.
- Remember your goal is to strike a good feeling in the interviewer about you.
- You must control the content of the interview.





- **When you are offered an opportunity to ask questions, be ready to ask:**
 1. What is a typical day like in this job?
 2. Will there be opportunities for further training?
 3. Who will be my immediate supervisor?
 4. Will I be expected to work overtime? Weekends? Holidays?
 5. How long is the probation period?
 6. What are the benefits (e.g., health, life, and dental insurance)?
- **Never be the first one to bring up salary.**
- If a salary offer is made, be prepared to accept or reject it. You should have familiarized yourself with salaries paid in comparable jobs and you should have looked at your financial needs and have in mind the salary you need to meet your obligations.
- Get the interviewer's business card.
- Ask whom you should call if you have further questions and when will the hiring selection decision be made.





DURING AND AFTER THE INTERVIEW

How can you tell if you are making a good impression during an interview?

Being able to read the manager's body language is very important when being interviewed for a job. By noticing the manager's actions, you can adjust your answers and demeanor to make a good impression.

Here are just a few things to look for:

- *If the manager is pleased*, he or she will lean forward in their chair, look you in the eye, smile, and be friendly and attentive.
- *If the manager is bored*, he or she will probably start shifting in their chair, tapping their pen, or playing with things on their desk. If you are not capturing the manager's attention, try asking questions that will change the subject and get the manager more involved in the conversation. This should be a conversation between two people not a monologue.
- *If the manager becomes defensive* because of something you said, neutralize your comments and minimize the damage. Don't argue to prove your point. Crossing of the arms, frowning, shaking of the head and sudden hostility are all signs of defensiveness.
- *If the manager seems distracted*, he or she won't make eye contact very often, or may not seem to hear you, or might interrupt you or ask you to repeat yourself. If the distraction is very obvious, you might tactfully ask if something is wrong. The problem may not be with you. You might offer to reschedule the interview. Be courteous and don't pry.





WRITING AN INTERVIEW THANK YOU LETTER

After the interview, you may want to send a "thank-you" letter to your interviewer. The thank you letter provides another opportunity to present your qualifications and experience to the interviewer. The thank you letter also informs the interviewer that you are really interested in the position and it is a thoughtful touch.

Sample Thank You Letter

2323 Sullivan Drive
Oklahoma City, Oklahoma 73119
405-555-1234

October 19, 1997

Ms. Jill Miller
Director of Communications
Palmer & Whitten Associates, Inc.
1899 Creighton Avenue
Washington, D.C. 20003

Dear Ms. Miller,

Thank you for the opportunity to discuss the possibility of joining your organization as a staff writer. Our discussion was helpful in showing how well my English degree, word processing skills and writing experience fits the position. My specific experience in writing proposals and reports for the Environmental Protection Agency would be beneficial for your new wetlands project and I would enjoy working with your staff on the project.

I appreciate the time you spent with me and look forward to hearing from you. Thank you for your consideration.

Sincerely,

Amy C. Hemphill





EVALUATING YOUR INTERVIEW PERFORMANCE

At the end of your on-site interview, you need to take stock of your performance. Do you think you answered the questions to the satisfaction of the interviewer? If you were in a group interview, do you think you were poised and calm?

According to the Oklahoma State Employment Service's publication, "**Tips for Finding the Right Job,**" each interview should be a learning experience. After each interview, ask yourself these questions:

- What points did I make that seemed to interest the interviewer?
- Did I present my qualifications well? Did I overlook qualifications that were important to this particular job?
- Did I learn all I needed to know about the job?
- Did I ask all the questions I had about the job?
- Did I talk too much? Too little?
- Was I too tense? Too relaxed?
- Was I too aggressive? Not aggressive enough?
- Did I effectively close the interview with a firm handshake and "Thank You?"
- Did I write a thank you letter?

Make a list of specific ways you can improve your next interview. Remember, "perfect practice makes a perfect performance." The more you interview, the better your performance.

If you plan carefully, do your homework, practice your interviewing skills, and stay motivated, you can successfully market your job skills. You will find a job that uses your skills and pays a salary commensurate with your ability.

DON'T WAIT FOR THE PHONE TO RING. If you haven't heard anything after 3-4 weeks, call the contact person; but only if you sincerely want to work for that company.

GET INTO ACTION! You must keep contacting companies, researching opportunities and connecting with people in the field while you are waiting for a response from your interviewer. Putting all your eggs in one basket is unwise. Keep several irons in the fire, one will eventually pay off.





INTERVIEW SELF-APPRAISAL CHECK LIST

Company Name _____

Company Address _____

Interviewer's Name _____

Telephone _____

Date of Interview _____ Call Back Date _____

COMPLETE THE FOLLOWING AFTER THE INTERVIEW...Yes or No

1. Did you arrive on time?
2. Were you friendly with the people you met?
3. Did you introduce yourself to the interviewer?
4. Did you state your qualifications?
5. What did you mention?
6. What did you wear?
7. Did you give the interviewer a copy of your resume?
8. Did the interviewer review your resume?
9. Did the interviewer discuss anything from your personal background?
10. What did the interviewer say?
11. Did the interviewer comments on your skills?
12. What did the interviewer say?
13. What was the interviewer's general impression of you?
14. Did he comment on your letters of recommendation?
15. What did the interviewer say?
16. Did you offer him a firm handshake?
17. Did the interviewer discuss any special problems you may have? (disabilities, transportation, etc.)
18. Did you look at the interviewer when he spoke?
19. Did you show good posture and no nervous mannerisms?
20. Did you mention who referred you or if you knew someone working at the company?
21. Did you state your desire for work and interest in the company?
22. Did the interviewer seem to like you?





23. What was discussed the most? _____

24. Was there anything the interviewer disliked? _____

25. What did the interviewer seem interested in? _____





Section IV

JOB SEARCH

INDEED, PERSISTENCE IS FREQUENTLY MORE IMPORTANT FOR SUCCESS THAN TALENT OR SPECIAL SKILLS, AND MOST CAREER FAILURES CAN BE TRACED TO A LACK OF PERSISTENCE.





TIPS THAT CAN HELP WITH YOUR JOB SEARCH

- Make a commitment to find a job before starting the search. **RESOLVE THAT NOTHING RIGHT NOW IS MORE IMPORTANT THAN FINDING THE JOB YOU WANT.**
- Identify your goals and put them on paper, whatever they are. The goals may be, "I WANT TO BE PAID WELL," or "I WANT TO BE OUTSTANDING IN MY FIELD." Seeing your goals written down can help you plan how you will achieve them.
- Draft a **BLUEPRINT** of steps needed to achieve your goals and look at the obstacles as well as the opportunities. Ask yourself specific questions about the job goal you have chosen.
- **Establish a timeline for accomplishing each step along the way to your goal.** Even if you miss the target dates, you will have established a goal.

Use as many of these 13 avenues of job-hunting as possible:

1. **USE THE INTERNET.**
2. **USE CONTACTS OF FAMILY, FRIENDS, FORMER TEACHERS**
3. **MAKE COLD CALLS AT PERSONNEL OFFICES.**
4. **GET ON STATE AND FEDERAL REGISTERS OR HIRING PROGRAMS FOR PEOPLE WITH DISABILITIES.**
5. **CONTACT PUBLIC EMPLOYMENT SERVICES; WORKFORCE OKLAHOMA COMMISSION, CITY AND COUNTY PERSONNEL OFFICES.**
6. **CONTACT TEMPORARY EMPLOYMENT AGENCIES.**
7. **CONTACT LOCAL COLLEGE PLACEMENT OFFICES.**
8. **CALL JOB LINES.**
9. **ANSWER ADS IN THE NEWSPAPER.**
10. **PLACE YOUR AD IN THE NEWSPAPER.**
11. **MAIL OUT RESUMES.**
12. **WORK THROUGH A JOB SEARCH PROGRAM.**
13. **CONTACT PRIVATE EMPLOYMENT AGENCIES.**





Finally, do not stay home waiting for job offers by mail or phone. You must attack the job market each day.

MOST COMMONLY USED JOB SEARCH METHODS

(The average job hunter only uses 1.6 of these 13 job-hunting avenues.)

METHOD	PERCENT OF TOTAL JOB SEEKERS USING THIS METHOD	EFFECTIVENESS RATE*
Applied directly to employer	66.0%	47.7%
Asked friends about where they work	50.8%	22.1%
Asked friends about jobs elsewhere	41.8%	11.9%
Asked relatives about jobs where they work	28.4%	19.3%
Asked relatives about jobs elsewhere	27.3%	7.4%
Answered local newspaper ads	45.9%	23.9%
Private employment agency	21.0%	24.2%
School placement office	12.5%	21.4%
Civil Service test	15.3%	12.5%
Asked teacher or professor	10.4%	12.1%
Placed ad in local newspaper	1.6%	12.9%
Union hiring hall	6.0%	22.2%

* A percentage obtained by dividing the number of job seekers who actually found work using the method, by the total number of job seekers who tried to use that method, whether successful or not.





OKC Oklahoma Employment Security Commission Offices (OESC)

NORMAN

Workforce Oklahoma

1141 E. Main
Norman, OK 73071
405-701-2000
405-701-2042 (fax#)

OKLAHOMA CITY (Eastside)

Workforce Oklahoma

7401 NE 23rd Street
PO Box 30409
Oklahoma City, OK 73140
405-713-1890
405-713-1898 (fax#)

OKLAHOMA CITY (Southside)

Workforce Oklahoma

4509 S. 1-35 Service Road
Oklahoma City, OK 73129
405-670-9100
405-670-9292 (fax#)

OKLAHOMA CITY (VA Medical Center)

921 NE 13th
Oklahoma City, OK 73104
(405) 270-0501, ext. 5031 or 5735

OKLAHOMA STATE OFFICE OF PERSONNEL MANAGEMENT (OPM)

Jim Thorpe Office Building * Room B-22 * 2101 N. Lincoln Blvd.
State Capitol Complex * Oklahoma City, OK 73105
405-521-2171 TDD 405-521-6314

FEDERAL OFFICE OF PERSONNEL MANAGEMENT (OPM)

For job information 24 hours a day, 7 days a week, call 912-757-3000.

With a computer modem dial 912-757-3100 * Using the Internet (Telnet only) at FJOB.Mail.OPM.Gov
TDD 912-744-2299 * To request forms 210-805-2402

JOB SEARCH SITES ON THE WORLD WIDE WEB

There are a multitude of job search sites on the internet. You can search on <http://www.yahoo.com>, <http://www.google.com>, <http://www.msn.com>, and any other search engine of your choice by simply typing job search and your city in the search box.





Section V

RECORDKEEPING





Section VI

PERSONS WITH A DISABILITY





ESSENTIAL ELEMENTS OF AN EFFECTIVE JOB SEARCH

What Job Seekers with Disabilities Need to Know

Whether you are entering the work force for the first time, returning to the job market, or seeking advancement, the challenges of a job search are similar. Your goal is to find the position that best meets your needs. You must be qualified and able to sell yourself as the best applicant for the job(s) for which you apply. Here are some tips that can help you in meeting your job search goal.

KNOW THYSELF

Have a strong sense of who you are. Know your assets and how to market them to employers.

COMMIT TO LIFELONG CHANGE

Follow job trends. Take the initiative to maintain cutting edge skills that match changing employer requirements.

BE COMPUTER LITERATE

Increasing your technical skills increases your marketability in the job market. Conduct online job searches. Visit employer Web pages and key job sites.

UPDATE YOUR RESUME

Customize your resume to reflect the assets you bring to each job. Use keywords that can be electronically scanned by potential employers to positions you want. Reflect continuous employment in your skill area. Summer employment should support your field of interest. Volunteer or obtain temporary jobs if you are unemployed. Select a resume format that minimizes any gaps in employment.

BE YOUR BEST

Locating a job is a full-time endeavor. Give full attention to all that you do.

BE ORGANIZED

Have a written plan for vertical and lateral growth opportunities. Know what you must do each day to move closer to your goal. Stay focused.

REMEMBER

Push yourself to go the extra mile in your job search and you will find the opportunity you are seeking.

EXPAND YOUR NETWORK

Maintain and continuously strive to broaden your network. If you are working, network inside the company. Join professional groups.

RESEARCH JOB TRENDS AND COMPANIES

Select targets of opportunity that match your skill areas. Request and study annual reports of selected companies. Reflect each company's image in all communications with each company's representatives. Make good use of library resources. Read trade journals and business publications.

HAVE A POSITIVE ATTITUDE

A pleasant personality is a necessary asset. Your eagerness to adapt and to be a team player is essential. Show that you are flexible. A sense of humor and positive attitude are pluses.

DISCLOSE A DISABILITY ONLY AS NEEDED

The only reason to disclose a disability is if you require an accommodation for an interview or to perform the essential functions of a particular job. Your resume and cover letter should focus on the abilities you bring to the job, not on your disability.

BE PREPARED TO CONDUCT AN EFFECTIVE INTERVIEW

Look your best from head to toe. Dress conservatively. Be brief and to the point when answering interview questions. Maintain a demeanor of success and reflect the company image when you respond. Have full confidence in what you bring to the employer and show how your skills meet the company's specific hiring needs. Ask thoughtful questions about the job and the company. NEVER say anything negative. Follow-up immediately with a thank-you letter or email transmission.





EMPLOYMENT PROGRAMS AND RESOURCES FOR PEOPLE WITH DISABILITIES

This section is included in this publication because as persons with disabilities, we need to be aware of as many resources as possible that can assist with job search, job placement and job retention. Some of these programs or services have a long history, having been established prior to the Rehabilitation Act of 1973 or the Americans with Disabilities Act of 1990.

OKLAHOMA DEPARTMENT OF REHABILITATION SERVICES

3535 NW 58th, Ste. 500

Oklahoma City, OK 73112

Voice/TTY/TDD 405-951-3400 Call to find out which counselor serves your Zip Code.

Toll Free Voice /TTY/TDD 800-845-8476

Service Information:

This agency is made up of three Divisions: Rehabilitative Services, Visual Services, and Disability Determination. The agency's mission is to provide opportunities for individuals with disabilities to achieve productivity, independence and an enriched quality of life.

An individual is eligible for vocational rehabilitation services if he/she:

- *Has a physical or mental impairment which results in a substantial impediment to employment;*
-
- *Can benefit in terms of employment outcomes from vocational rehabilitation services;*
-
- *Requires vocational rehabilitation services to prepare for, enter, or retain gainful employment.*

INDIVIDUALS WITH THE MOST SEVERE DISABILITIES RECEIVE PRIORITY IN OBTAINING SERVICES





Employment Services for persons with disabilities include:

- Counseling and guidance to help each person attain occupational goals
- Medical care and durable medical equipment needed to remove or reduce limitations resulting from disability *
- Prosthetic appliances such as limbs, braces, hearing aids, eyeglasses and other devices when needed to increase work capacity *
- Prescribed adaptive technology to increase consumer's abilities to function successfully *
- Tuition and fees at trade or vocational school, colleges or universities and/or on-the-job training
- Books and other related training expenses *
- Pre-vocational training through community based rehabilitation facilities
- Financial maintenance, transportation, tools, equipment, licenses, or initial inventory for starting businesses *
- Job placement and on-the-job follow-up

***Consumers may be required to participate in the cost of these services, depending on their income levels.**

EMPLOYMENT OKLAHOMA STATE AGENCIES

Persons with Severe Disabilities Employment Program

Oklahoma law provides a program for persons with severe disabilities to gain access to state employment. Tests for all state jobs may be waived for those qualified applicants certified as eligible for this program through the **STATE DEPARTMENT OF REHABILITATION SERVICES**. Further, agencies may hire qualified applicants regardless of whether their names appear on registers maintained by the Office of Personnel Management (OPM). Applicants hired through this program serve a probation period and are eligible for permanent status in the classified service upon successful completion of probation.

You may hear this program referred to as Employment under House Bill 1340 because this program was established by law (HB 1340) in 1987.

This program is administered by the Office of Personnel Management in the Jim Thorpe Building, 2101 N. Lincoln Blvd. OKC, OK 73105, 405-521-2177 or 405-521-6314 (TDD). **THE STATE DEPARTMENT OF REHABILITATION SERVICES CERTIFIES** applicants who meet the criteria of "severely disabled." A flyer that gives the six-step process can be obtained at the Office of Personnel Management and on their website, www.opm.state.ok.us.





This is a competitive process and there is no guarantee of being hired. Persons with disabilities do not have preference.

YOU MAY QUALIFY FOR THIS PROGRAM IF YOU:

Have a severe physical or mental impairment which seriously limits one or more functional capacities including, but not limited to, mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills, in terms of an employment outcome;

AND

Have one or more mental or physical impairments resulting from amputation, arthritis, autism, blindness, cancer, cerebral palsy, cystic fibrosis, deafness, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculoskeletal disorders, neurological disorders, including stroke and epilepsy, paraplegia, quadriplegia and other spinal cord conditions, sickle cell anemia, specific learning disability, traumatic brain injury, end-stage renal disease; or other impairments or combinations of impairments as documented by an evaluation by Vocational Rehabilitation Services or Visual Services or the individuals' own doctor statement.

YOU ARE NOT REQUIRED TO BE A REHABILITATION CLIENT TO BE ELIGIBLE FOR THIS EMPLOYMENT PROGRAM.

NOTE: A person with a disability may pursue employment with the state of Oklahoma by taking merit tests and being placed on registers the same as any other applicant.

SPECIAL EXCEPTED APPOINTMENT (SEA) PROJECT
Employment with the Federal Government

People with disabilities obtain employment with the Federal government in a number of ways - through regular competitive procedures in the same way as people without disabilities, through temporary not-to-exceed 700 hours trial appointments, and through special excepted appointments. The excepted appointment procedure was developed to provide an alternate route to employment for people with severe disabilities.





To qualify for an excepted appointment, you must meet certain criteria:

1. Have the basic knowledge, skills and abilities for the job and be able to perform the duties of the job with or without reasonable accommodation.
2. Have an impairment, which substantially limits one or more major life activities; have a record of such impairment; or regarded as having such impairment.
3. Have a state vocational rehabilitation counselor or visual services counselor certify that you have the ability to do the job and do it without risk to yourself or others. The certification must be supported by medical documentation regarding the severity of your disability.

The State Employment Services in Oklahoma City, Edmond, Norman, and Shawnee and Federal agencies in the Metropolitan area of Oklahoma City are working together to create a pool of Federal job applicants. When an individual with a disability makes application at one of the Employment service offices, their federal job application can be considered by all agencies participating in the SEA project. Ask your State Employment counselor for a SEA project application packet.

Vocational Rehabilitation Counselors fill out a form in the application packet confirming that you are a person with a disability.

OKLAHOMA CITY SHELTERED WORKSHOPS

Community based rehabilitation facilities in Oklahoma City continue to represent a major employment resource for citizens with disabilities. Rehabilitation and Visual Services promote and support community based rehabilitative facilities in their efforts to provide appropriate services to their clients.

WORK ADJUSTMENT TRAINING is the major service provided by sheltered workshops which counselors can purchase for their clients from Rehabilitative and Visual Services (RVS) accredited facilities. In more recent years, Oklahoma sheltered workshops have expanded their programs to include on-the-job training in integrated settings, training for competitive employment and contracts in the private sector that provide many opportunities for employment and advancement in both the public and private sectors.

OKLAHOMA GOODWILL INDUSTRIES, INC.

410 SW Third Street

OKC, OK 73109

405-236-4451

Voice 405-235-4490 TDD 405-236-4451 WillPower Temporary Service





Service Information:

Goodwill offers employment opportunities in hand assembly, retail clothing and custodial work.

Goodwill offers several training opportunities: Business Office and Communication Course, Computer Literacy Program, and Work Adjustment Training.

WILLPOWER TEMPORARY SERVICES specializes in placing people in temporary assignments for clerical positions.

A documented disability is the criteria for Goodwill services.

NEW VIEW (formerly OKLAHOMA LEAGUE FOR THE BLIND)

501 N. Douglass Ave.

OKC, OK 73106

405-232-4644

Service Information:

New View is a manufacturing facility that builds wheel chocks and ladders, makes Styrofoam cups and paper bags. Most jobs are assembly or maintenance of machinery.

New View must have a 75% to 25% ratio of employees with 75% being blind or visually impaired (legally blind); 25% non-disabled or other disabilities and employees must be 18 years or older.

DALE ROGERS TRAINING CENTER

2501 N. Utah

OKC, OK 73107-2291

405-946-4489

Service Information:

Dale Rogers Training Center has several programs including;

TRANSITION PROGRAM designed to prepare students in Special Education to compete in the job market when they leave public schools.

IN-HOUSE (SUB-CONTRACT WORK) provides unlimited opportunities for the Oklahoma business market. It allows individuals in the center to have meaningful, productive, and compensated work. Sub-contract work is done in assembly, light industrial manufacturing, collating, shrink wrapping and soldering.

PRISM PLACE specializes in custom design and laser engraving. It produces some of the finest quality acrylic awards and gifts in the Southwest.





OKLAHOMA SUPPORTED EMPLOYMENT PROJECTS

Supported Employment combines paid work opportunities with individual support (such as job coaching) to help people with severe disabilities gain and maintain competitive employment. These projects are designed for persons who often have not been served or under-served by traditional vocational programs. The State of Oklahoma offers supported employment projects for persons whose primary disability is mental retardation or chronic mental illness. There are two other grant-funded supported employment projects in the OKC metropolitan community.

SUPPORTED EMPLOYMENT (SE) PROJECTS FOR PERSONS WHO'S DISABILITY IS MENTAL RETARDATION:

DALE ROGERS TRAINING CENTER

Project Value
2501 N. Utah
OKC, OK 73107
405-946-4489

FRANCIS TUTTLE VO-TECH CENTER

12777 N Rockwell
OKC, OK 73142
405-717-4900

SE PROJECTS FOR INDIVIDUALS WHOSE DISABILITY IS MENTAL ILLNESS:

THUNDERBIRD CLUBHOUSE

531 E Main St
Norman, OK 73071
405-321-7331

RED ROCK COMMUNITY MENTAL HEALTH CENTER

4400 N. Lincoln
OKC, OK 73105
405-424-7711





OKLAHOMA SUPPORTED EMPLOYMENT PROJECTS (continued)

NORTHCARE DBA Community Counseling Center
4436 NW 50th St,
Oklahoma City, OK 73112
405-858-2700

OTHER SUPPORTED EMPLOYMENT PROJECTS

OK GOODWILL INDUSTRIES, INC.
410 SW 3rd
OK City, OK 73109
405-236-4451





TICKET TO WORK AND SELF-SUFFICIENCY PROGRAM

Under the Ticket To Work Program the Commissioner of Social Security will issue tickets to Social Security and Supplemental Security Income (SSI) beneficiaries with disabilities to use to obtain employment services, vocational rehabilitation services and other support services from employment networks.

The Ticket Program is a new part of the Social Security program. It is for people who receive Social Security Disability Insurance (SSDI) benefits and Supplemental Security Income (SSI) benefits because of disability or blindness. The program offers you greater choices in getting the services you need to go to work or to earn more money. **The goal of the program is to help you earn enough money that you will not need Social Security cash benefits.** The Ticket Program is **voluntary**. If you decide that you are not interested in the program, or that you are not able to work, you do not have to take part. Your decision will have no effect on your disability benefits.

Further Information can be obtained by: Calling MAXIMUS, Inc. at their toll free numbers 1-866-9949-3687, TDD call 1-866-833-2967. Website: www.sas.gov/work/index2html.





Social Security Administration



Ticket to Work and Self-Sufficiency

This Ticket is issued to you by the Social Security Administration under the Ticket to Work and Self-sufficiency Program (Section 1148 of the Social Security Act). If you want help in returning to work, or going to work for the first time, you may offer this Ticket to an Employment Network of your choosing. If the Employment Network agrees to take your Ticket, it can offer you the assistance you may need to go to work.

By accepting this Ticket, the Employment Network agrees to abide by the rules and Regulations of the Social Security Administration.

Commissioner of Social Security

Beneficiary's Name **123-45-6789TW**

Claim Account Number **987-65-4321 W**

Issue Date: Mo. Day Year





RESOURCES FOR EMPLOYERS WHO HIRE INDIVIDUALS WITH DISABILITIES:

WORK OPPORTUNITY TAX CREDIT OF 1996 (WOTC)

The **WOTC** is available to employers hiring one or more individuals from seven targeted areas, one of which is a Vocational Rehabilitation referral.

This tax credit is equal to 35% of the first \$6,000 of "qualified wages" as defined by the IRS code, Section 3306, except in the case of Qualified Summer Youth which is 35% of the first \$3,000 of "qualified wages."

Employers should contact the Oklahoma State Employment Service in their area or call 405-557-5371.

JOB ACCOMMODATION NETWORK

A service of the President's Committee on Employment of People with Disabilities, the Job Accommodation Network (JAN) is an international consulting service that provides information about job accommodations and the employability of people with disabilities. Call JAN's Toll Free number Voice/TDD 1-800-526-7234 and talk to a consultant about your need to provide an accommodation or if you need an accommodation, but you don't know where to find what you need. Let JAN help you and your employer.

**ADA Information 1-800-ADA-WORK Voice/TDD
Computer Bulletin Board - 1-800-DIAL-JAN**





THE AMERICANS WITH DISABILITIES ACT AND OTHER LAWS THAT PROTECT THE RIGHTS OF INDIVIDUALS WITH DISABILITIES

Persons with disabilities are our nation's largest and fastest growing minority. According to the Congressional Research Service, there are 43 million persons with one or more disabilities in the United States. One out of every five Americans has some type of disabling condition. The US Census Bureau estimates that the ratio will increase to one out of every two people in our country in 20 years.

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990. The **purposes** of the Act are to:

- Provide a clear and comprehensive national mandate to end discrimination against individuals with disabilities;
-
- Provide enforceable standards addressing discrimination against individuals with disabilities; and
-
- Ensure that the federal government plays a central role in enforcing these standards on behalf of individuals with disabilities.

The term **disability** is defined as a physical or mental impairment that substantially limits one or more of a persons major life activities,* has a record of such impairment, or is regarded as having such an impairment. This is the same definition used in the Fair Housing Amendments, Section 503 and Section 504 of the Vocational Rehabilitation Act.

*Major life activities include: *walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself, working, sitting, standing, lifting or reading, etc.*

The Americans with Disabilities Act (ADA) gives civil rights protections to individuals with disabilities that are similar to those provided to individuals on the basis of race, sex, national origin, and religion. The ADA guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, state and local government services, and telecommunications.





What the Law Prohibits

General Rule (As related to Title 1)

The word employer applies to any employer with 15 or more employees. An employer may not discriminate against a qualified individual with a disability in any of the following ways:

- job application procedures;
- hiring or discharge;
- compensation;
- job training;
- advancement and;
- other terms, conditions, and privileges of employment.

APPLICATION OF THE GENERAL RULE

The ADA precludes an employer from discriminating against a *qualified individual with a disability* who can perform **THE ESSENTIAL FUNCTIONS OF THE JOB with or without REASONABLE ACCOMMODATIONS**. To comply with this rule, the employer must determine *the essential functions of the job*.

WHAT ARE REASONABLE ACCOMMODATIONS?

The Job Accommodation Network states that an accommodation may be thought of as a bridge between the individual's ability and the essential functions of the job. An accommodation must be:

- Effective
- Related to the disability
- Not for personal use

Reasonable accommodations must be made on a case-by-case basis and are not required when cost would constitute an undue hardship for an employer. Reasonable accommodations are adjustments or modifications which range from making the physical work environment accessible to restructuring a job, providing special equipment, providing certain types of personal assistance (e.g., a reader for a person who is blind, an interpreter for a person who is deaf), transferring an employee to a different job or location, or providing flexible scheduling.

Reasonable accommodations are **TOOLS**, provided by employers to enable employees with disabilities to do their jobs, just as employers provide the means for all employees to accomplish their jobs. For example, employees are provided with desks, chairs, telephones and computers. An employee who is blind or has a visual impairment might need a computer which operates by voice command or has a screen that enlarges print.

EMPLOYERS have an obligation to let their employees know about their right to a Reasonable Accommodation. The **EMPLOYEE** has the right to ask for an accommodation at any time during employment. The **EMPLOYEE** should be consulted about what type of accommodation is needed. The **EMPLOYEE** has an obligation to monitor the accommodation to see if the person's job duties or disability have changed.





THE EMPLOYEE HAS THE RIGHT TO REFUSE AN ACCOMMODATION.

EXAMPLES OF REASONABLE ACCOMMODATIONS

Problem: A worker with a polycystic renal (kidney) disease is a senior technician in the coal industry who is responsible for preparation of samples for testing. This employee requires Continuous Ambulatory Peritoneal Dialysis (CAPD) four times daily, with one exchange occurring during working hours.

Solution: *Space is made available in the dispensary for the employee to perform CAPD while at work. Storage space is also provided for extra supplies to be used in case of bad weather emergencies necessitating a second change at work. Cost: \$0.*

Problem: An assembler for a furniture manufacturer has spinal degeneration, uncoordinated gait and balance difficulties. The limitations involve walking, carrying materials and balancing.

Solution: *Installing a plywood platform to raise part of the work station, suspending tools from the ceiling to balance their weight and using a cart to move assembly parts. Cost: \$200.00.*

Problem: An airline programmer/analyst with post-polio fatigue brought on by stress cannot be on call 24 hours a day and work overtime as needed.

Solution: *Waiver of the requirements of 24-hour on-call duty and overtime. The employee works the hours prescribed for the airline's "older adult" worker program participants. Cost: \$0*

Problem: Because of a severe hearing loss, a nurse is unable to monitor multiple alarms on medical equipment in the critical care unit.

Solution: *To continue to utilize her experience and training, the hospital transfers her to a position in the laboratory, where a vibrating pager and portable TDD/TYY is used to direct her to various locations throughout the hospital. Cost \$634.*

Problem: An insurance adjuster was allergic to rubber and formaldehyde in the paper products used by his employer.

Solution: *The employer provided the employee with cotton gloves for handling paper and switched to recycled chlorine-free paper and soy-based ink products. Cost: Paper and ink cost increased approximately \$130.00 per year and the gloves cost \$10.00*





Problem: An office manager who had been treated for stress and depression was experiencing difficulty maintaining her concentration when trying to complete assignments and meet critical deadlines.

Solution: *The employer allowed her to organize her time by scheduling “off” times during the week where she could work without interruptions. She was also placed on a flexible schedule that gave her more time for counseling and exercise, and provided her with information about the company’s employee assistance program. Cost: none*

Problem: A machine operator with arthritis had difficulty turning control switches.

Solution: *The employer replaced the small machine tabs with larger cushioned knobs and provided the employee with non-slip gripping gloves that enabled him to grasp and turn the knobs more effectively and with less force. Cost: Around \$130.00.*

Problem: A warehouse worker whose job involved maintaining and delivering supplies was having difficulty with the physical demands of his job because of fatigue from cancer treatment.

Solution: *The employer provided the employee with a three-wheeled scooter to reduce walking. The employer also rearranged the layout of supplies in the warehouse to reduce climbing and reaching. Cost: \$3,000.00*

Problem: A worker with asthma was having difficulty working outside fueling airplanes and moving luggage when the weather was hot.

Solution: *The employer moved the worker to the midnight shift and to a position where he was both inside and outside the facility. Cost: none.*

Problem: A claims representative with lupus was sensitive to fluorescent light in his office and to radiation from his computer monitor.

Solution: *The employer changed the overhead lights from fluorescent to broad spectrum by placing a special filter on the existing light fixture and gave the employee a flicker-free monitor and glare guard. Cost: Approximately \$1,065.00*

These examples came from the Job Accommodation Network (JAN) which is a free service providing advice on workplace accommodations. Call 800-526-7234 Voice/TTY or visit JAN’s website at www.jan.wvu.edu.

Title I of the ADA is enforced by the Equal Opportunity Commission (EEOC). The Oklahoma City office is located at 210 Park Ave. Voice 231-4911; TDD 231-5745





YOUR RIGHTS AS AN INDIVIDUAL WITH HANDICAPS UNDER SECTION 504 OF THE REHABILITATION ACT OF 1973

Section 504 is a national law that protects qualified individuals from discrimination based solely on handicap. The nondiscrimination requirements of the law apply to employers and organizations that receive financial assistance from any Federal department or agency, including the Department of Health and Human Services.

Section 504 forbids excluding or denying individuals with handicaps an equal opportunity to receive program benefits and services. It defines the rights of individuals with handicaps to participate in and have access to program benefits and services. The law also covers discrimination in employment matters.

For purposes of employment, qualified individuals with handicaps are persons who, with reasonable accommodations, can perform the essential functions of the job for which they have applied or have been hired to perform. Reasonable accommodation means an employer is required to take reasonable steps to accommodate a disability unless it would cause the employer undue hardship.

This law is enforced by the US Department of Health and Human Services, Office of Civil Rights, Washington DC Voice: 800-368-1019 TDD: 800-863-0101.

SECTION 503 OF THE REHABILITATION ACT OF 1973

Section 503, as amended, which prohibits discrimination in employment on the basis of disability and requires Federal contractors to take affirmative action to employ and advance in employment qualified individuals with disabilities.

The Office of Federal Contract Compliance is part of the US Department of Labor's Employment Standards Administration and shares enforcement authority under Title I of the ADA. For additional information in Oklahoma, call 918-496-6772.

The mission of the Office of Federal Contract Compliance Programs is to ensure that employers doing business with the Federal Government abide by laws and regulations requiring equal employment opportunity and affirmative action.





Section VII

AFTER YOU ARE HIRED





WHAT YOUR BOSS WANTS YOU TO KNOW

It's your first week on the job, and you are overwhelmed with new faces, names and responsibilities. The most important name and face belong to your boss and your most important responsibility is to please him or her.

The problem is that your boss, like most human beings, will not always spell out exactly what they expect of you. It is up to you to determine this.

Here are some things you are expected to know that your manager probably will never take the time nor the trouble to explain:

- **Don't make excuses.** With rare exceptions, such as life or death crises, no boss hears or cares why something wasn't done. Get the job done and do it on time.
- **Don't aim for perfection.** Getting the job done is more important than doing it perfectly, which can count against you if it interferes with your share of the workload. This does not mean, however, that you can be careless or sloppy.
- **Do more than is expected.** Doing only what is expected and no more puts you among the mass of expendable workers. Take the initiative to follow up with your manager when one job is completed. Manager's value people who do their work and look for more.
- **Be punctual.** No amount of staying late makes up for your not being available when other people need help with their work. Habitual lateness may result in you losing your job.
- **Take being at work seriously.** People quickly become aware of who makes an effort to be on the job regularly and who uses any excuse to take a day off.
- **Don't be a squeaky wheel.** As a daily work style, this approach is self-defeating. Don't be viewed as "here comes a problem," or "here comes a complaint."
- **Understand boss language.** "If it is not too much trouble," means "Do it ... and the sooner the better." "If I may make a small suggestion," means "Do it this way," and, "I don't want to rush you," means, "Hurry up."
- **Get along with co-workers.** No boss is interested in who is "right" in a co-worker squabble; all he or she knows is that internal battle means less productivity. To your boss, when you are involved, you are automatically wrong or this reason by willing to compromise for the sake of maintaining peace.
- **Don't lie.** Nothing is too serious that lying won't make it worse. If you are caught in a lie, you lose your credibility, which can be harmful to your career.





GETTING A PROMOTION

Remember that promotions are not given to reward past efforts. But to solve tomorrow's problems. There are some things you can do to enhance your chances of being promoted:

1. Do an excellent job in the position you have.
2. Stay current in your field; read trade literature; take classes.
3. Position yourself to accept more responsibility.
4. Get to know your boss. **It is your responsibility to manage your relationship with your boss.**
5. Do a self-evaluation. Do you:
 - solve problems before they reach your boss's desk?
 - act independently?
 - take initiative?
 - handle crisis and make tough decisions?
 - feel that you are ready to take on new responsibilities?
 - maintain regular contact with your boss?





SUCCESS IN THE 21ST CENTURY

More and more companies today are placing emphasis on things other than hard work. **The ability to get along with others is a key ingredient in your job success. Having a sense of humor and being well liked at work is becoming as important as work proficiency.**

This new reality is complimented by other character traits which can foster career growth: **being optimistic; being dependable and being a team player.**

If you **strive to be positive at work, liked by others, dependable and a team player**, odds are you are on the road to success.

So what happened to college degrees, flawless resumes, and impressive interviews? They are still ingredients in the recipe for job success, but business owners and top managers are expressing frustration about interviews. One corporate executive recently said, "What we are actually looking for is someone who really will do what they say they can do when interviewed."







Section VIII

WORK IN THE 21ST CENTURY





LIVELIHOOD IN THE 21st CENTURY

We are living in a time when the social landscape is shifting, with a lot of uncertainty and flux. In the past, a person prepared for a career, found a position with a company and expected to retire in 20-30 years with a good company pension. Your role was to do your job. **A job is not a prize anymore. Job security is an oxymoron. A job is like the dinosaur. You are your job. You are the CEO, and Board of Directors!**

Have you noticed the large number of people who are employed on contingent employment contracts. There is a lot of business. There is work, but it is packaged in new ways. People must be able to play many roles. There are some examples of the work of the future:

- Seasonal employment
- Freelance
- Consulting services
- Home-based businesses
- Part-time or temporary employment
- Odd jobs

The thinking, the skills, the attitude and the job search will never end.

Some of the small business services that will be in demand in the future are: accounting services, advertising, bookkeeping, copy writing, computer repair, data entry, desktop publishing, janitorial services, mailing list services, printing services, reception services, phone calling and answering services, security service. This about who will sell it, clean it, consult on it, teach people how to do it, fix it, etc.

Here are two examples of 21st century livelihood:

Susie Johnson	Tom Wilson
Court reporting skills	Gardening and grounds keeping skills
Office automation skills	Basic carpentry skills
Arts and crafts skills	Experience doing investigative work
Susie works part-time as an office assistant four days per week for 3 hours each day for a dentist	Tom does investigative work in the family Child Support Recovery business
Susie works short-term assignments for a variety of businesses through a temporary agency.	Tom has contracts with 10 families in his neighborhood to do their gardening and lawn care.
Susie transcribes notes for two court reporters.	He has networked with several small businesses in the "home care" industry and gets subcontracting work through them. This includes plumbers, electricians, painters and contractors.
Since she enjoys making craft items, she creates wreaths and other craft items that she sells at a craft mall on consignment.	





Do you know anyone who is creating their own livelihood?

Compare the difference in mind set for traditional employment versus the mind set for developing a 21st century livelihood.

Mind set for seeking traditional employment	Mind set for cultivating livelihood in the 21st century
Sees a limited job market	Sees a world of possibilities
Employment is something you get, a job is something you do	Work is something you do, opportunity is something you make, livelihood is part of who you are
Earning a living means having a regular, permanent job	Earning a living means participating in the work force in one or more of a variety of ways, a "job" being one option
A "job" is the only acceptable work situation	A "job" is one of many acceptable work situations
Job search ceases when employed	All work situations are springboards for other opportunities; cultivating one's livelihood is a process that never ceases
Job-holder is paid in accordance to a fixed pay level, typically by the hour or as a salaried worker	Workers may be paid in exchange for results, outcomes, or completion of assignment; fee, wage, or salary based
More short term security	Greater freedom in choosing work tasks and assignments

Twenty-first century livelihood will require individuals to:

- ☞ Develop a life goal, a career goal, initial employment goal, long-term economic goal and an immediate income goal, as well as a work search plan.
- ☞ Approach businesses offering to solve a problem or meet a need; remain open to a variety of work situations.
- ☞ Present oneself as a vendor or independent contractor with services to offer.
- ☞ Look for enterprising opportunities; see the world as a market.
- ☞ Work on developing trend-tracking abilities; market-viewing abilities, communication skills, time management skills, and basic bookkeeping skills.





RESOURCES





RESOURCES

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